

Methods of Collections if You Do Not Pay Balances Owed to Porter-Starke Services

Porter-Starke Services will automatically review submitted financial information (provided on the **Summary of Income** form) to determine if you qualify for a discount. Porter-Starke Services does not provide discounts for co-insurance, co-pays or deductibles due to insurance contract restrictions.

Please be sure that Porter-Starke Services has up to date insurance information from you so that we are able to bill correctly for your services. Provide all new insurance cards to the Front Desk and they will copy them and make sure that Client Financial Services has this information to update your account.

If you lose your insurance please notify the Front Desk of this and complete a new **Summary of Income** so that we can determine discount eligibility for you. The Sliding Fee Discount Scale is available on this website.

Porter-Starke Services works to collect amounts due at the time of service and will charge co-pays and co-insurance due. If you owe a deductible amount at the time of service we work to accurately estimate that charge as well.

Porter-Starke Services will bill you for any deductibles, co-insurance, co-pays or other amounts owed after payment by insurance.

Our policy is to bill you for amounts owed for 120 days. You may receive up to four (4) bills. If you still owe amounts due after those bills have been sent we may, after analysis of your account, send the balance to a Collection Agency to pursue payment. To avoid this please pay bills promptly.

If you have extenuating financial circumstances you may qualify for a discount on charges. Please contact Client Financial Services for information about how to apply for a discount. Call 219.476.4546 to speak with Client Financial Services.