Billing Policy for
The University of Wisconsin River Falls (UWRF)

Speech-Language Clinic

Your bill from The UWRF Speech-Language and Hearing Clinics reflects our efforts to provide the highest quality care possible in the most cost-efficient manner. Our goal is to help our patients achieve and maintain functional communication for their daily needs. We want to help you understand how we handle accounts and what your responsibilities are as a patient. This document is aimed at providing you with the information and options necessary to make this process as smooth and simple as possible.

Clinic Billing Statement

Your clinic bill is based on the type of service and level of care you received. The amount you owe may include insurance deductibles, non-covered services or charges, as well as copayments, coinsurance or other balance due after insurance has paid on a charge.

As a courtesy, we will file a claim with your insurance carrier. For certain types of insurance coverage, if there is a balance due after your insurance company has processed your claim or if you do not have insurance, we will mail a billing statement. We will not bill you for such balances unless permitted under your health plan and applicable law.

If you are affiliated with UWRF as a student or faculty/staff/employee, our billing and collection policies are as follows:

Currently enrolled UWRF Traditional or International Students: Services are free of charge

*Immediate family of current UWRF students: A claim will be filed with your insurance provider. Any balance remaining once the claim is processed by your insurance company is then waived.
Current UWRF Faculty/Staff/Employee or *immediate family of same: A claim is filed with your insurance provider. Any balance remaining once the claim is processed by your insurance company is then waived.

*‘Immediate family’ is determined based on the governing tax laws regarding qualifying child or qualifying relative.

For individuals who do not have insurance, we will bill you directly. If you cannot afford our current rates we will provide a sliding pay fee schedule based on the current poverty rates. We will require proof of your Adjusted Gross Income from your prior year tax return to establish these rates. Our Billing Specialist can help you with questions about this.

Payment Policy

Please remember that patients are responsible for the charges for services received. Any unpaid balances — including copayments, deductibles and non-covered services — are the patient’s responsibility. Such balances must be paid at the time of service or upon receipt of your statement.

The Speech and Hearing Clinic assists patients in meeting their financial obligations by:

- Filing insurance claims as long as a valid insurance identification card and/or completed insurance information is provided at the time of registration.
- Allowing your insurance carrier a reasonable time to make payments. However, if your account remains unpaid after 60 days, we ask that you contact your insurance carrier for payment status. Should they delay payment beyond 90 days, you may be billed and expected to pay the charges.
- Providing patients with a bill for balances after insurance has paid.
- Providing patients with itemized bills upon request.
- Accepting a variety of payment methods including:
  - Cash
  - Check
- Money Order
- Appealing insurance denials whenever appropriate and possible
- Assisting patients who are unable to make payment in full with monthly payment options through our billing specialist.
  - Monthly payment plans may be arranged by calling our Billing Specialist at 715-425-3233
  - Payment terms are set based on your account balance.
- Following established guidelines for collecting accounts. The guidelines allow for delinquent accounts to be placed for recovery with a professional collection agency or attorney. When necessary, appropriate legal action may be taken to collect delinquent accounts. Payment arrangements, other than payment in full, must be approved in order to keep your account from being considered past due.

**Refunds**

We carefully research all patient overpayments to ensure that patient refunds are appropriately due. We research and process patient refunds within 21 days of the posting that created the overpayment.

The UWRF Speech-Language and Hearing Clinics comply with the UW—River Falls Statement of Equal Opportunity/Affirmative Action and do not discriminate against persons regardless of race, religion, creed, color, sex, national origin, ancestry, age, disability, marital status, pregnancy, gender identity or expression, political affiliation, or military membership.