Fracture Care Billing

To Our Patients in Fracture Care:

Your insurance company requires that we bill our services to you using a coding system known as CPT (Current Procedural Terminology). The codes used to describe the service we did for you are found in the "surgery" section of the CPT codebook. This does not mean we are implying that you had an operation. This is merely the way the CPT book is organized for ease of use by both the insurance companies and physicians.

According to CPT guidelines, fracture care is billed as a "packaged" service. This means that at the time of initial care, a bill is generated that <u>includes</u>:

1. Evaluation of the fracture
2. Application of the **first cast or splint**
3. 90 days of normal, uncomplicated, follow-up care

The procedures that are <u>not included</u> in the package are:

1. X-rays
2. All casting **supplies (including those used in the first cast or splint)**
3. Any replacement cast **application**
4. The evaluation and management of any additional problems or injuries at the same visit
5.   The treatment of complications (There would be a separate charge for these.)

If you have an HSA or any high deductible insurance plan, you will be billed once the insurance carrier (<u>NOT South Shore Orthopedics</u>) determines what your balance is for all of the above.   Most insurance carriers will send you what they send to us, an Explanation of Benefits telling you what your financial responsibility is for the care according to their discounted fee schedule.

We must use fracture care codes in compliance with CMS guidelines. Our participation with Medicare, and contracts with other insurers allow us to pass their discounts along to you. We cannot offer additional discounts or change codes as it is simply non-compliant with these contracts. If you have any questions about your outstanding balance, <u>which is determined by your insurance carrier</u>, please contact them directly.

If you have any other questions, please do not hesitate to contact the billing department.

Mary Parks
Compliance Manager

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