GRANGER
MEDICAL CLINIC

FAQ - BILLING DEPARTMENT INQUIRIES

WELCOME TO GRANGER MEDICAL

If you have a copay, co-insurance, and/or a deductible, please be aware of the following:

- Payments are expected at time of service
- You may be asked to reschedule if you are unable to pay today
- If your deductible amount due is $500.00 or higher, please be prepared to make a $75.00 payment towards your service today

Thank you!

Why am I being asked to pay $75.00 for my copay when my insurance card reflects an amount less than that?

When you arrive to your appointment, as part of your agreement with your insurance, you are required to pay your copay. For individuals with a high deductible plan, until the deductible is met; we collect $75.00 as the amount taken to go towards your deductible. This will leave you with a smaller amount due after your insurance processes your claim. If you do not have a high deductible plan, we will collect the co-pay amount identified on your insurance card.

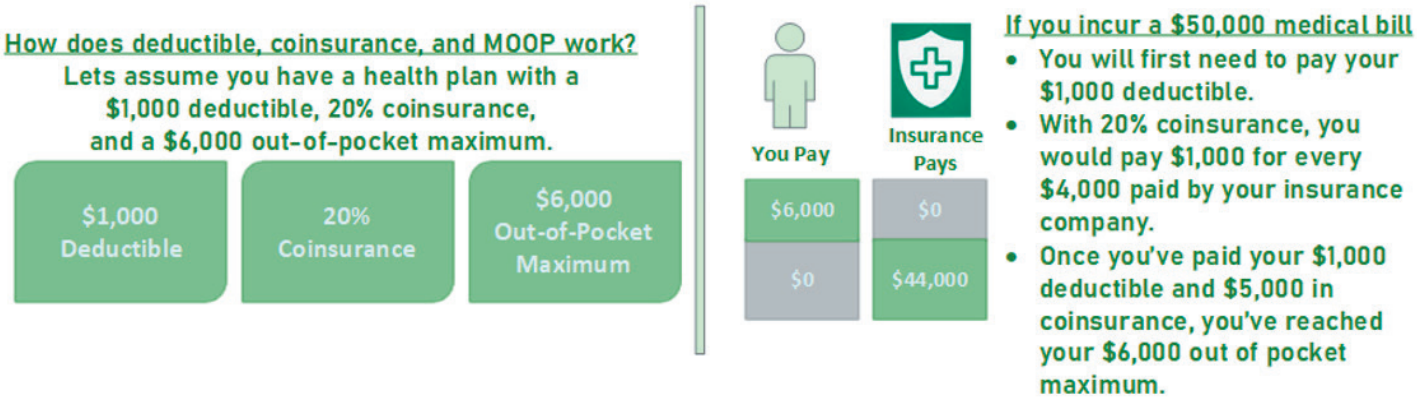
What is a Deductible? Co-insurance? Co-Pay (copayment)? Out-of-pocket max (MOOP) and how does it work?

Deductible: is the amount you pay for covered health care services before your insurance plan starts to pay.

Co-insurance: is the percentage of costs of a covered health care service you pay after you've paid your deductible.

Co-Pay (copayment): a fixed amount you pay for a covered health care service after you've paid your deductible.

Out-of-pocket max (MOOP): is the most you have to pay for covered services in a plan year. After you spend this amount on deductibles, copayments, and coinsurance for in-network care and services, your health plan pay 100% of the costs of covered benefits.



How can I get ahold of Granger's Billing Department?

Our billing office hours are:

801.965.3720
MONDAY - FRIDAY
8 AM - 5 PM

I'm getting a text message from Granger Medical regarding my bill, is this valid?

Yes, our Granger Billing Department has recently implemented a text to pay feature to provide greater transparency to you for timely claim resolution. If you have questions or concerns, please call our billing team directly at **801.965.3720**.