



# HealthPartners®

## *Medical Clinics*

### **Welcome to HealthPartners Medical Group**

Our mission is to improve the health of our members, our patients and the community.

We appreciate the confidence you have shown in choosing us for your medical care. The following are a few tips to help ensure that payment for your care is as smooth as possible.

#### **Check In Requirements**

- On the day of your appointment, please bring the following:
  - Current identification (Drivers License or State ID)
  - Current insurance card(s)
- You will be required to pay any copays and any outstanding balances at check in.
- If you do not have insurance you will be asked for fifty dollars (\$50.00) down payment towards your visit. You will be billed for any remaining balance within thirty days.
- You will be asked to verify your address and phone number.

#### **Understanding Your Benefits**

- Know what your health plan covers. You'll find your benefit information in your plan documents or on the health plan's website.
- Know if your plan has a provider network and if this specific HealthPartners Clinic is participating in your network; a clinic's acceptance of your insurance card is not a guarantee that your plan covers care at this clinic.
- If you are unsure of your benefits for the clinic you've selected, you can contact your health plan at the phone number on the back of your insurance card.

#### **Payment Responsibility & Payment Methods**

- HealthPartners files insurance claims for patients as a courtesy with the understanding that the patient/guarantor has full responsibility for payment of the bill.
- Online bill payment is available at [www.healthpartners.com](http://www.healthpartners.com) under Patient Services.
- We offer the flexibility of a personal check, cash, money orders and major credit cards.
- Payment arrangements within our guidelines can be made by contacting our Patient Accounting staff. If your account is not paid in accordance with our guidelines, it is subject to review for placement with our collection agency or further legal action.

Our professional customer service center will assist you with any questions concerning your account. For help with billing questions call (651) 265-1999 or toll free 1-877-655-2669 or TTY 1-800-627-3529