



Patient Orientation with FAQ

Your Health Plan or Provider has selected IPG to manage billing and payment for your recent or upcoming medical procedure.

IPG's Involvement in Your Scheduled Surgery

IPG works with large health plans and medical device manufacturers to provide device service solutions that deliver tangible value to those constituents, providers, and to *you, the patient*.

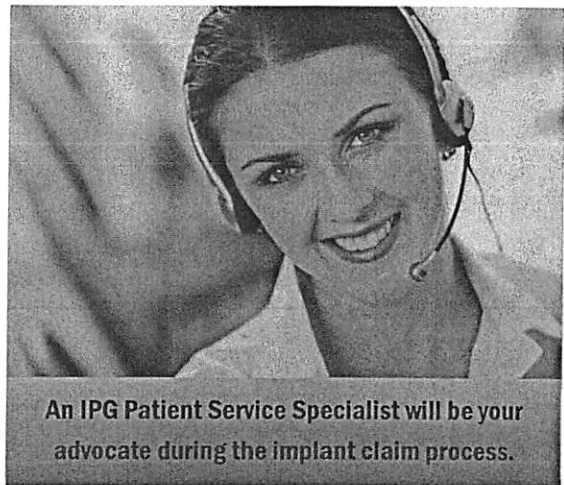
What is our Role related to your Procedure

In partnership with your health plan/ facility, IPG serves as the patient's advocate to handle billing, coordination, and reimbursement of the implantable device services used in your surgery.

IPG's goal is to make sure the medical claims and reimbursement process related to your procedure is smooth and seamless.

What does this mean to you?

- ✓ IPG will fund the device services used in your surgery.
- ✓ IPG will bill your carrier and obtain reimbursement for the device services used in your surgery.
- ✓ Co-insurance amounts collected are an estimate.
 - If Final Payment Amounts are less, we will bill you the difference
 - If Final Payment Amounts are more, we will refund you the difference
- ✓ Total Final Obligation will be determined by your insurance company.



ACTION REQUIRED – Post Surgery

1. **Contact IPG to pay your bill:** Submit Payment Online at www.ipgsurgical.com/billpay or Contact IPG Customer Service at 1-866-295-1260.





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1. What is IPG's involvement in my case?

Different services are provided as part of your procedure, such as facility services, anesthesia, physician services, implants, other medical devices used, etc. IPG specifically handles implant or device services for your surgery center. As in any agreement, you are obligated to pay for the implant services provided to you during your procedure.

2. Where can I pay my bill?

IPG offers three convenient methods of payment:

- BY MAIL – Make check payable to “*Implantable Provider Group*” and remit to IPG’s lockbox:
Implantable Provider Group, Inc.

*Patient Account
Dept. 2443
P.O. Box 122443
Dallas, TX 75312-2443*

- ONLINE – Safe and secure payment by major credit card or online check may be made at <http://ipgsurgical.com/resources/index.html>
- BY PHONE – To make a credit card payment over the phone, contact IPG Customer Service at 1-866-295-1260.

3. What does my member out-of-pocket expense include?

Your member out-of-pocket expense may include, but not limited to: co-payments, co-insurance and deductibles per patient benefits.

4. When will I receive any applicable refund for overpayment?

Any applicable refund for overpayment owed to a member will be issued as soon as identified, but no later than 45 days after payment is received for the service.

5. Why am I getting a bill from the Surgery Center and IPG?

Each person’s insurance coverage varies. Most insurance policies will apply a deductible and/or co-insurance to the bills they receive for your medical visits, and then apply an out-of-pocket amount for you to pay. Both the Surgery Center and IPG have provided services which will be billed to your insurance separately and therefore both will have an out-of-pocket amount applied under your deductible and/or co-insurance.

6. Does IPG accept credit cards?

Yes, IPG accepts most major credit cards. You can easily find your balance and make a safe and secure payment online at www.ipgsurgical.com/billpay.

7. Where do I go to see my HIPAA rights for IPG or see any other related resources?

Please visit <http://ipgsurgical.com/resources/index.html>.

