



Dear VMG Patient,

We hear from our patients that medical billing can be confusing. The rules are complicated and differ between health plans and by the services you receive. Insurance is often expensive and with many people choosing high deductible plans, out of pocket expenses can be an extra burden. **We are writing to help you better understand how we bill so you can take charge of your health care!**

Billing rules differ based on the services you receive at a visit:

- Wellness visits (sometimes called physicals) are designed to promote healthy habits and screen for disease. Sometimes a physical exam is included in this visit but with Medicare it is not. There is usually no expense to you like co-pays or deductibles.
- Disease Management visits are meant to focus on the care of specific conditions like diabetes or high blood pressure. At these visits, your provider will ask questions, perform a focused exam, review labs, and prescribe or adjust medicines. Co-pays and deductibles may apply.
- Acute care visits are designed to manage a new concern such as an illness or injury. Co-pays and deductibles may apply.
- Procedure visits allow patients to have minor care done such as removal of skin growths or injections. Co-pays and deductibles may apply.

Your Health Care Visit at Valley Medical Group:

To better meet your needs, we often combine visit types at one appointment. For example, we might treat your high blood pressure at the same time we perform a wellness visit. When we do this, it allows us to care for all of your needs at once rather than requiring another appointment. Since we bill for all services we provide, you may be charged a copay or deductible for the disease management visit even though the wellness visit did not require a copay or deductible. You may also share the costs of health screenings, some risk-associated counseling, and

complex care coordination that are important parts of your care. While we hope you get all the care you need in the moment to avoid missing important problems, we are happy to discuss options for you to get your care at another visit if it is safe to do so.

For more information visit our website: <https://www.vmgma.com/patient-billing-info>.

We hope that your care at VMG is easy to get and that cost is not a barrier. We are pleased you have trusted your health to VMG.

Paul D. Carlan, MD

President and Chief Executive Officer
Valley Medical Group