



# Patient Billing

Thank you for choosing New Hampshire Orthopaedic Center (NHOC) for your care. We accept most major health plans. If you're not sure we accept your plan, our billing specialists can help. For your convenience, we automatically bill your insurance company after you receive care.

If you don't have insurance coverage or have coverage we don't accept, payments are due at your visit. Co-pays are also due at your visit. Learn more about our financial policies.

## Frequently Asked Question: Why Does My NHOC Surgery Bill List the Wrong Doctor?

After surgery, we bill your insurance company. This bill includes two claims (requests for compensation from your insurance company) for your procedure. Each claim is the same dollar amount and covers charges for the:

- Doctor who performed your surgery
- Physician assistant who helped during your surgery

Some insurance companies then send you a document called an Explanation of Benefits (EOB). While an EOB shows an amount owed, it's NOT a bill. Instead, it shows how much of the bill your insurance company is covering.

Your EOB should list the two claims we billed your insurance company. Some EOBs list your doctor under one claim and a provider you don't know with the other. This is not a mistake or proof of fraud. It also doesn't mean we billed your insurance company twice. Here's why:

- Some insurance companies do not allow us to bill them using the physician assistant's name.
- Instead, we must bill for the physician assistant's services using a supervising physician's name.

If you have questions or concerns, call your insurance company. They can give you a detailed explanation about your coverage.

## How to Pay Your Bill

**Online:** Through our payment portal

**Phone:** 603.689.1679

**In Person:** At your visit

We accept these forms of payment:

- Cash
- Personal checks
- Credit cards including Visa, MasterCard, American Express and Discover

## Contact Us About Patient Billing

For NHOC billing-related questions, contact one of our billing specialists at:

- **Phone:** 603.689.1679
- **Email:** [billing@nhoc.com](mailto:billing@nhoc.com)

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