



Auxilium Psychological Services, LLC
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Point of Service (POS) Collection Policy

As of January 1, 2024, Auxilium Psychological Service will be moving to a point of service collection policy **for patients with insurance policies that have an unmet deductible**. Patients with these policies will pay \$100 or the known allowable rate by the patient's policy. When the allowable rate is not yet known, \$100 will be assessed until the allowable rate is known. The \$100 goes towards paying down the patient's out-of-pocket costs associated with the visit and also contributes to paying down the patient's deductible as a whole. Once a patient can show that they have met their deductible for the year, we will continue to collect for services at the allowable rate, which often times is a copay or coinsurance until the patient's maximum allowable out-of-pocket is reached.

We have decided to implement the \$100 POS collection fee for several reasons:

Patient Budgeting: The POS collection helps patients budget their medical spending based on services utilized, and it also spreads payments out when the patient is responsible for the full allowable amount. Instead of receiving a large bill after several services for an accrued amount, a patient will pay \$100 upfront and then the remainder of the allowable amount when it is known. This occurs after a claim has been processed by the insurance company and remittance information is returned to the provider. The patient also receives an Explanation of Benefits from their insurance provider which provides details about the costs.

Office Budgeting: Knowing that we can count on a steady revenue flow helps us operate our office more smoothly and efficiently. Although we still work closely with patients and their insurance policies, the POS collection ensures at least a partial payment for services even when the insurance company is not yet liable.

Insurance Company Compliance: The agreements patients enter into with their insurance companies are legally binding contracts. By collecting a patient's financial obligation, we are merely doing our part to enforce the previously agreed-upon contractual terms.

We understand that rising medical costs can make healthcare seem unaffordable for some people. By accepting insurance, Auxilium is committed to helping our patients ease this burden. We want everyone to receive the highest-quality care available, and we will help you with insurance claims whenever we can. If you have any questions regarding your personal insurance coverage, feel free to contact us at any time.