

For all new AND returning patients

How does billing work at LGS?

LGS is out-of-network with ALL insurance companies and governmental payors. All payments are due at the time of service. If you would like to attempt to get reimbursed from your insurance company, there are two options (Please remember that you cannot get reimbursed if you have Medicare or other governmental programs).

- A. Our office submits your billing: We will submit the claim to your insurance company as a COURTESY. We are not responsible for following up on these claims, although you certainly can.
- B. You can submit the claim yourself; we will provide an itemized receipt.

FAQS:

1. What if the insurance company sends the money directly to LGS rather than to me?
 - Although this is rare, the insurance companies do this sometimes despite us making multiple requests that the money go directly to you. Chances of them sending the money to us is less if you submit the claim yourself.
 - We CANNOT cash the check and then reimburse you. This will get flagged as double income by the IRS
 - The office has NO contract between Dr. Prabakar and the insurance company, so we cannot become involved in any way with reimbursement problems. There is no mechanism in place to issue you a check, **so please do not ask us to write you a check.**
2. What can I do if the check gets sent to LGS?
 - We will inform you that the payment was sent to us
 - Since you have a contract with the insurance company, it is your responsibility to call your insurance company and enforce your reimbursement rights.
 - Depending on your circumstances, you may have to submit a formal appeal, arbitration, or referral to the CA state regulatory agencies.
 - We will destroy the payment accordingly since we have mutually agreed that we are unable to cash the payment.
 - We will not be able to assist you with the process of getting the payment reissued to you.

3. What can I expect from LGS regarding billing?

If you would prefer that we submit the claim on your behalf, we will do so within approximately two weeks of your visit. Upon submission our responsibility to you has been completed. We will not process any questions or conversations about billing on the portal or phone. If you have ANY questions about the reimbursement, please call your insurance company.

4. What decision do I need to make next?

Before you leave the office, after your appointment, please indicate your preference:

- a. You want LGS to submit the claim on your behalf (Approximately 20% chance of the insurance company making a mistake and sending the payment to the practice)
- b. You prefer to receive an itemized receipt for you to submit yourself (this will be uploaded to your portal in approximately 2 weeks. There is a higher likelihood of the payment being directly sent to you).