



WHERE KIDS FIND HEALING AND HOPE

Client Financial Responsibility

Thank you for choosing Ryther. We are committed to providing quality behavioral health services to children, youth, young adults, and their families. We have prepared the following information to help you understand how we work together to make sure you have the information you need to meet your financial responsibilities for the services you receive.

WHAT YOU SHOULD KNOW

Health insurance coverage is a contract between you and your insurance company. It is best if you know which services your insurance will cover before you receive care from Ryther so that you can make informed choices about those services. If you would like to know which codes we routinely use for billing, please request a copy of our commercial fee schedule.

INSURANCE BILLING

Contracted Insurance – Ryther contracts with a number of insurance companies. If Ryther is in your health plan's network, we will submit claims to your insurance company for the services you receive from us. We will ask you to pay any co-pays at the time of the service. Any part of the services not paid by your insurance company will be your responsibility to pay.

Non-Contracted Insurance – If Ryther is not contracted with your insurance company, you will be expected to pay for your service, in full, at the time of the service. As a courtesy to you, Ryther will bill your insurance company after the completed appointment. Should we receive payment from your insurance company for the services, we will reimburse you in the amount received from your insurance company.

EXCEPTION: Ryther's Mental Health IOP program does not bill non-contracted insurances. This program accepts only self-pay or contracted insurance companies.

Insurance Changes – If your insurance plan changes, you are expected to contact Ryther and update the information we have on file. Please contact 206-985-5828 or pick-up a Change of Insurance Form at our Front Desk.

COPAYMENTS

Please plan to pay your copay at the time your child receives services. This amount is based on your specific insurance plan. **If you do not pay your copay at the time that services are**

delivered, your credit card will be charged for the amount of the copay. If, for some reason, these amounts are not paid at the time that your child receives services, you will receive a bill with an included 15% convenience fee.

DEDUCTIBLES

If your insurance deductible has not been satisfied, you are responsible for the entire cost of your child's services. Ryther may not know for some time how much, if any, of your deductible has been satisfied. As a result, you may be billed by Ryther for services that you thought would be covered by insurance. It is therefore important that you remain aware of how much of your deductible has been satisfied so that you are not surprised by any bills received from Ryther.

SERVICES NOT COVERED BY YOUR INSURANCE PLAN

Not every insurance plan covers every service. If your insurance does not cover a service and you choose to go forward with the appointments, you are responsible for the full cost of the service. Ryther will require payment at the time of the appointment.

MISSED APPOINTMENTS AND LATE CANCELLATIONS

If your child misses an appointment or you or your child fails to cancel an appointment within 48 hours of the doctor's appointment and 24 hours of the therapist's appointment, you are responsible for the full cost of that appointment. Your insurance will not pay for the scheduled services. They become your financial responsibility and Ryther will charge your credit card immediately following the missed appointment. Please contact your therapist or reception at 206-525-5050 to cancel your appointment.

BILLING

Payment for all bills is due within 30 days. If Ryther does not receive payment, we will continue to send you bills until we receive payment in full. If you fail to pay your bills, your unpaid balance will be referred to a collection agency as explained under non-payment.

PAYPAL

You can pay your bill online via PayPal on our website, www.ryther.org. You will need your child's client ID which can be found on your Ryther bill.

UNABLE TO PAY

If you are having problems paying your bill, please call 206-517-0225 to arrange for a payment plan.

NONPAYMENT

If you are unable to pay your bills and do not contact Ryther to discuss a payment plan or you do not follow through with a payment plan, Ryther will refer your unpaid balance to an outside collection agency. You will be responsible for any collection agency fees that apply.

RETURNED CHECKS

Returned Checks are subject to a \$25 NSF Fee. If your check is returned to us by your bank as unpaid, we will contact you to resolve payment. Please be prepared to resolve the initial payment as well as the \$25 NSF Fee by providing us with your credit card information.

OVERPAYMENTS

If we discover through Insurance processing that you have an existing overpayment or credit on your account, you will be refunded any amount you have overpaid. However, if you have current claims in process, we will first apply any overpayment to the patient balance due on those claims before refunding the overpayment to you.

BILLING QUESTIONS?

Ryther Accounting: 206-517-0225 (main), 206-524-6225 (fax)

To schedule an appointment, please call 206-517-0234 or email gethelp@ryther.org

To cancel an appointment, please contact your therapist or the Ryther Receptionist at 206-525-5050