



Oakwood

Oakwood Physicians (OPi)

January 2013

Dear Valued Patient,

Thank you for choosing and trusting Oakwood for your healthcare needs. The confidence that you have in us is truly valued.

To help streamline our business office practices and ensure that payments are manageable for every patient, we have implemented a few changes in the office. Please review the following policies and contact the Oakwood Call Center at **866.409.6538**, if you have any questions.

1. All co-payments and self-pay charges are due at the time of your visit. Payments may be made by VISA, MasterCard, check or cash. If you are unable to make your co-payment at the time of service, an \$8.00 service fee will be charged to your account.
2. If you owe a balance of less than \$10.00, you will not receive a bill, but will be asked to make your payment at your next visit to the office.
3. If you incur a balance of \$10.00 or more, you will receive a bill, via mail, after 30 days. If your balance is not paid within 30 days, another bill will be mailed to you. Please note that balances not paid within 60 days will be considered past due and will be sent to collection services. The collection agency will work with you to establish a payment plan.

Again, please do not hesitate to contact the Oakwood Call Center at 866.409.6538 with any questions regarding these policies or your bill.

Thank you again for the trust you have placed in us. We look forward to continuing to provide you with the high quality care to which you are accustomed.

Best wishes for good health.

Sincerely,

Michael Delas  
Revenue Cycle Director  
Oakwood Physicians Integrated (OPi)