



*Board-Certified Orthopaedic Surgeons*  
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## **IMPORTANT MESSAGE TO OUR PATIENTS**

Recently some insurance companies decided to institute a policy that reimburses patients for services rendered by their physicians. In turn, the physician provider is then expected to bill and pursue the patient for the provided service. As such, in effort to avoid confusion and improper patient billing, if your insurance company reimburses you for services provided by the KAYAL ORTHOPAEDIC CENTER, PC, we ask that you simply:

- **BRING IN ALL PAGES OF THE EXPLANATION OF BENEFITS MAILED TO YOU, ALONG WITH THE ATTACHED CHECK.**
- **ENDORSE THE CHECK AND BRING IT INTO OUR OFFICE. PLEASE DO NOT CASH THE CHECK AND THEN REIMBURSE THE KAYAL ORTHOPAEDIC CENTER, PC WITH A PERSONAL CHECK.**
- **CALL OUR BILLING DEPARTMENT IF YOU HAVE ANY QUESTIONS CONCERNING CHECKS THAT YOU MAY RECEIVE FROM YOUR INSURANCE COMPANY!**

Failure to comply with this request will make you responsible for the full amount billed.

We are working in earnest to make this an easy process for both you and our billing staff. We truly appreciate your assistance in this important matter. Should you have any questions of concerns, please do not hesitate to contact me at the office.

Thank you for your cooperation in this matter.

Sincerely yours,

Billing Department