



Financial & Clinical Policy

Thank you for choosing Kidney Specialists of MN, P.A. (KSM) for your medical care. Our mission is to provide the highest quality and most advanced medical care available. Please review our Financial & Clinical Policy below.

Insurance

- KSM accepts and is contracted with most insurance carriers, PPOs, and HMO's. Charges for the services billed to our contracted insurance carriers will be discounted to their allowed amount.
- You are responsible for any copays/coinsurance, deductibles, any non-covered services. (co-payments are due at the time of check-in along with any past amount due on account. If you are unsure of your insurance's copay, deductible, or coinsurance amount, please contact your insurance company for clarification prior to your appointment.)

Uninsured/Self Pay Patients

- Patients with no active insurance coverage will be expected to pay a down payment of \$100.00 for established patients and \$200.00 for new patients prior to being seen. This is not payment in full. Rather, the remaining balance will be billed to the patient. Payment in full is then expected within 30 days of receipt.

Laboratory Services

- If you receive laboratory services, such as blood tests, you may receive a bill from an outside referenced lab such as LabCorp Diagnostics, Quest Diagnostics, North Memorial, or others as they perform the lab draws and analysis of the lab specimen. If you have any questions related to the bill, please contact the number listed on the billing statement.

Billing

- You will receive an itemized monthly statement if there is a remaining patient balance on your account. Payment is due within 30 days of the statement date. If you are unable to pay the balance in full, please contact our business office at 763-561-5986 to arrange a payment plan.
- Any checks returned for insufficient funds will incur a \$25.00 fee that is not billable to insurance.
- To pay your bill, visit www.ksmclinics.com, call 763-561-5986, or mail your payment to 6200 Shingle Creek Pkwy, Suite 250, Brooklyn Center, MN 55430. We accept cash, checks, and credit cards.
- If at any time you have questions regarding your bill, please call our office at 763-561-5986 and we will be happy to assist you.
- You are ultimately responsible for all fees relating to your care. Any balances that have been unpaid for a period of 60 days or longer may be sent a notice letter. This is the final opportunity that you have to resolve your account. If no contact is made to our office, your account may be sent to our legal collection agency. If your account is sent to an external collection agency, all contact regarding your account must then be made with the legal collection agency's account representative.
- Please report all address, insurance, and/or telephone number changes promptly by calling our office at 763-544-0696.

Appointments

- Please be sure to bring a form of photo ID or two other forms of identification and insurance card to every visit. The photo ID can be a driver's license, passport, or state ID.
- Patients may receive an email survey following their appointment as part of KSM's ongoing effort to offer excellent patient care. Your feedback is important to us.
- We request at least 48 hours' notice if you need to cancel or reschedule your appointment. If the 48-hour guideline is not met, KSM reserves the right to consult with your referring physician to discuss your care plan before any future appointments can be scheduled.
- Frequent missed visits disrupt your care. Patients who miss three consecutive appointments or fail to provide a 48-hour notice may be subject to dismissal from the practice.
- As a courtesy to other patients, if you arrive late for your scheduled appointment time, we may request that you reschedule your visit.

Language Assistance and Disability/Accessibility Services

- KSM provides free aids and services to qualified individuals with disabilities including KSM contracted language interpreters. If your primary language is not English or if you require additional assistance, please contact our clinic at 763-544-0696.
- Kidney Specialists of Minnesota complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. If you believe that Kidney Specialists of Minnesota has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or gender, you can file a grievance with our KSM Civil Rights Officer at civilrightsofficer@ksmclinics.com.

Nurse Triage Calls

- Triage phones are answered Monday - Friday between 8:30AM-4:30PM. Phone calls received after 3PM may be answered on the next business day. Our KSM providers are on-call and available 24/7 for any non-life threatening, emergency need. If you have a life-threatening emergency, call 911.

Prescriptions

- Please contact your pharmacy for medication refills. Allow up to three to four business days for processing and additional time for written/mailed prescriptions.
- Some prescriptions may not be covered by your insurance and require prior authorization. This process may take up to two weeks.
- It is our policy not to refill medications if you need follow up labs and/or an office visit with your provider.

Patient Portal

- At KSM, we want to make your experience with us as efficient and comfortable as possible. The patient portal is a resource for our patients to view appointments, vital signs, lab results, medications, care plans and communicate with your physician.

Lab Results

- KSM does not call on normal lab results. Please feel free to call our clinic for results or utilize the patient portal to review. Pre-visit labs will be discussed by the provider at the time of appointment.