

Welcome to our Office!



We appreciate the trust you have placed in the staff of Foot & Ankle Specialists. We will make every attempt to honor that trust by providing the quality of medical care you expect and deserve. In return, we ask that you make every attempt to fully understand the provisions of your insurance plan's coverage and follow our policies for payment of your account.

6675 Holmes Road
Suite 330
*On the Brookside Campus of
Research Medical Center*
Kansas City, Missouri 64131
(816) 444-1100

2000 SE Blue Parkway
Suite 250
*Next to Lee's Summit
Medical Center*
Lee's Summit, MO 64063

Financial Policies

website: www.drlawrencemandel.com
email: info@drlawrencemandel.com

Dr. Lawrence Mandel

Financial Policy

This office accepts and honors a variety of insurance plans. Please inquire with our office staff if there is a question concerning our participation with your insurance plan.

Some insurance plans, such as HMOs, require your primary care physician's referral in order for our services to be covered and paid for. It is your responsibility to obtain necessary referrals. We will assist you in keeping track of when it is time for an updated referral.

If you have a current insurance card, our office will file a claim to your insurance plan for you. You are responsible for copays, coinsurance amounts and all other amounts indicated by your plan as your responsibility. If you have not yet met your deductible when you receive services from our doctors, we require your payment of a significant estimated portion at the time of service. Our staff will assist you in determining a satisfactory amount. Copays must always be paid at the time of service.

The "Welcome to our Office" form that you are initially asked to complete contains an agreement that we ask that you sign. The agreement is your acknowledgment of responsibility for payment of services received. We understand many patients feel that their insurance is responsible for their medical services, and believe their own responsibility to be limited to the copay. However, the following are examples of situations where the patient may have a financial responsibility.

Patient responsibility may occur if:

1. Insurance has changed but you still have your old card.
2. You don't have your card and information given is not complete enough for insurance to be filed or paid.
3. Policy includes a copay amount for office visits but also copay amounts for x-rays or procedures which patients are not aware of and insurance card may or may not indicate.
4. Annual deductible has not yet been met.
5. There is a pre-existing condition clause on your policy which prevents your condition from being covered.
6. Lack of coverage for certain types of foot care.
7. Your employer did not pay the premium due.

Children who are Patients

Patients under the age of 18 must be accompanied by the patient's parent or guardian. The parent accompanying the child will be considered responsible for the services and must sign their own name to the agreement. When insurance coverage is provided through a parent not accompanying the patient, our office will file a claim if adequate insurance information is provided. We will need complete information on both parents when the child is insured through a parent not living with the child, because insurance companies will not pay when there is a question of possible other coverage.

Medicare

Foot & Ankle Specialists is a participating provider for Medicare. Medicare patients are responsible for the 20% coinsurance amount plus any amount applied to the Part B annual deductible. If you have a secondary insurance, we will file it for you.

Debridement of nails is covered by Medicare only when certain medical conditions are also present. Medicare requires semi-annual visits to your primary doctor for care of these conditions. Medicare only covers nail debridements performed 61 days apart or longer. We appreciate your cooperation and assistance in scheduling your debridements no closer together than 9 weeks if you expect Medicare coverage.

Monthly Statements

You will receive a statement when your insurance has paid their portion, if there is a remaining patient portion due. The balance is due and payable upon receipt of the statement. If payment in full is not possible, or if there is a problem or question regarding insurance coverage, you may call our business office at 268-1915.