



Frequently Asked Questions Regarding Billing

Below you will find the most frequently asked questions regarding your anesthesia bill for the professional component. If you have further questions not addressed below, please contact our billing department at (770) 702-1806.

Why did I get a bill, I have insurance?

The statement you received is a summary of the charges, payments received and balance due as of the date of the statement. The statement includes the insurance information we have on record for you. Please verify the insurance information and [contact us](#) immediately to report any updated insurance information we should have on record.

Has my insurance company been billed?

Yes, as a courtesy, MAK Anesthesia has filed your claim with the insurance company shown on your statement. If you have corrected or additional insurance information please [contact us](#) immediately to update your account.

I have two insurance companies, were both billed?

Only one insurance company can be billed at a time. After the primary insurance either pays or denies payment, any secondary insurance on record for your account will be billed.

Has the insurance company paid on my account?

Insurance company processing time is approximately 4 to 6 weeks. Check for updated payment information call customer service (770)702-1806.

This is a worker's compensation claim, why did you send me the bill?

This statement is a summary of the charges, payments received and balance due. Please review the insurance submitted in the description area of the statement. If this information is incorrect or incomplete, please [contact us](#) with the new information.

Why are there two charges on my statement that look the same?

Anesthesia care is most often provided by an [anesthesia care team](#), including an [anesthesiologist \(M.D.\)](#) and a [certified registered nurse anesthetist \(CRNA\)](#). You are charged for the services of both professionals. While this may appear to be a duplicate charge, there are modifiers attached to each charge which indicate to the insurance company how the service was provided. Insurers have different ways of reimbursing in these situations and we apply their guidelines as indicated by their Explanation of Benefits (EOB) to determine appropriate allocation of payments and patient responsibility.

What is the difference between an Anesthesiologist and a Certified Registered Nurse Anesthetist?

Anesthesiologists are medical doctors who complete a four-year undergraduate program, four years of graduate doctoral training and four more years of anesthesiology residency. **Certified Registered Nurse Anesthetists (CRNA)** are registered nurses that have completed a Bachelor Science in Nursing (BSN) or other appropriate baccalaureate degree, have at least one year's experience in an acute care nursing setting, graduated



from an accredited graduate school of nurse anesthesia (these educational programs range from 24-36 months, depending upon university requirements, and offer a master's degree, all programs include clinical training in university-based or large community hospitals), and have passed a national certification examination following graduation. CRNAs generally provide anesthesia to patients in collaboration with anesthesiologists.

Why did I receive more than one bill for anesthesia care?

Anesthesiologists and CRNAs typically are not employees of the care facility and bill separately for their services. The facility where you received care bills for use of its anesthesia equipment, supplies and medications.

What types of payment are accepted?

Visa, MasterCard, Discover, American Express or personal checks are accepted. If paying by check please make payable to MAK Anesthesia.

To pay with a credit card:

1. [Visit our secure website link](#) for MAK Anesthesia Northside and [Visit our secure website link](#) for MAK Anesthesia Holdings
 2. Complete the upper right corner of the statement and back, then mail it to our office
 3. Call with your credit card information, (770) 702-1806
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Can I make payment arrangements on my remaining balance due?

Yes, if your individual situation warrants special handling, call customer service (770) 702-1806 to discuss your situation and set up a short-term payment plan.