

Patient Rights Under Florida Transparency Act of 2016 and 2023 Revisions

Services Provided by St. Luke’s Surgical Center, Inc., St. Luke’s Surgical Center, Inc. DBA “St. Luke’s Surgical at Wesley Chapel” and St. Luke’s Surgical at The Villages, Inc., State licensed health care facilities.

St. Luke’s Surgical Center, Inc., St. Luke’s Surgical Center, Inc. DBA “St. Luke’s Surgical at Wesley Chapel” and St. Luke’s Surgical at The Villages, Inc. schedule patient care when your physician schedules a procedure for you at one of these surgery centers (referenced going forward as “the facility”). The facility has one fee that covers the following items: Nursing, technician and related services; use of the facility; testing for certain lab tests performed at the surgery center such as glucose (blood sugar), pregnancy, and hemoglobin; medications administered before, during and after your surgery while in the facility; surgical supplies used by the physician and staff; equipment used in the facility; surgical dressings; implants except those specifically classified as premium implants that require additional patient payment.

Separate Providers

Services may be provided in this facility by the facility as well as by other health care providers who may separately bill the patient. Those separate health care providers may or may not participate with the same health insurers or health maintenance organizations (HMOs) as the facility. Patients and prospective patients should contact each health care provider who will provide services in the facility to determine the health insurers and HMOs with which the provider participates as a network provider or preferred provider.

Another health care provider who will bill you for services includes your physician performing the procedure. Other providers who will bill separately **if** they provide you with health care services in the surgery center include an anesthesia provider who delivers anesthesia services to you at the facility and a pathology provider and laboratory which will analyze tissue your physician may require be sent to the laboratory to diagnose your condition.

We may be required to send tissue for analysis by a pathology lab contracted with your health plan. Your insurer’s provider network information may include the pathology lab in the insurer’s network of providers. You may want to check with your insurer. Or, you can contact the laboratory directly about whether they participate in your health plan.

The pathology labs we send tissue to for analysis include

Bay Care Laboratories	Labcorp Laboratory	Quest Laboratory	Mid Florida Pathology
www.baycare.com	www.labcorp.com	www.questdiagnostics.com	www.midfloridapathology.com
2890 Tampa Rd., Tampa FL 34684	5610 W. Lasalle St. Tampa, FL 33607	4225 E. Fowler Ave., Tampa, FL 33617	120 E. North Blvd. Ste 120, Leesburg, FL 34748
800-324-7853	888-522-2677	888-277-8772	352-460-0292

Estimate of Charges

Patient or prospective patients may request from this facility and other health care providers an estimate of charges prior to receiving services. We must respond to you within seven days of your request.

Our estimate will be based upon the procedure your physician tells us that he or she plans to perform and the insurance information that you provide to us. We normally will contact your insurer to learn of your eligibility for the procedure and will then base our estimate upon what the insurer tells us about the payment they will make for the procedure. The procedure your physician actually performs may differ from the initial one planned based upon your medical condition at the time of the procedure. Since we cannot forecast the change, the estimate will be based upon the planned procedure as scheduled by your physician. You may pay less or more for this procedure or service at another facility or in another health care setting.

We will inform you if your co-payment responsibility exceeds what you would pay if you choose to pay 100% of the bill in cash as part of our cash discount payment policy.

Financial Assistance Arrangements

We only schedule procedures at this facility by physicians who are on the medical staff at the facility. If your physician has determined that special financial assistance may be warranted and the physician agrees to those special financial arrangements for his or her services, you may be eligible for special financial assistance at the facility. If your physician or the physician's office staff have agreed to provide special financial assistance to you for a procedure the physician wants to schedule at this facility, please contact us. Please be advised that **we do not provide charity care**. However, we may provide a reduced fee depending upon your financial assistance needs and our verification of eligibility.

We will require you to complete an application for financial assistance that provides us with information about your income and expenses. This will allow us to assess your need and qualifications for special financial assistance. Confirmation of eligibility includes verification of your household income through paycheck stubs, receipts for payment of mortgage or rent and utilities, last year's tax filing, and information regarding changes since the last tax filing occurred. We follow the most recent poverty guidelines set by the U.S. Department of Health and Human Services.

Since these special financial arrangements do not apply to all patients, each patient should request individualized information particular to his or her financial situation.

Grievances

To file a grievance regarding your bill please contact the Administrative Director at the surgery center or you can call 727-203-4518

Collections

Prior to your scheduled procedure, we will contact you with the results of the verification of your insurance benefits to advise of your insurance deductible and co-payment amounts that will be due from you prior to your surgery. We expect the amount estimated to be paid in advance of the day of your surgery unless other arrangements have been made.

If you need special consideration for payment of the amount due, you must contact us prior to the date of the planned procedure so we can evaluate your eligibility. You may be eligible to pay your balance monthly over a period of three months. This is based upon your income and expenses that are verified per our charity care policy and take into consideration that, while you do not meet federal poverty guidelines for charity care, you may qualify for a payment plan if we can verify your income is less than four times the federal poverty level.

If we receive denial of payment from your insurer or Health Maintenance Organization, we will notify you. If we receive payment from your insurer or HMO that is less than projected, we will notify you of additional payment due. Payment will be expected within 15 days of notification of the balance due. Failure to pay the balance due by the deadline will result in your account being turned over to a collection agency.

If you have notified us in advance that you have no insurance and will pay cash for your procedure, you may be eligible to receive a discount on your estimated charges for payment in advance of the scheduled procedure. You must attest that you have no insurance. If the procedure performed by your physician differs from the one scheduled, you may owe the difference between the scheduled procedure and the actual procedure performed. The balance, if any, will be due within 15 days. Failure to pay the balance will result in the discount arrangement being null and void and a full payment will be due.

Health Related Data and Pricing

Health related data, including quality measures and statistics for defined procedures can be found on the Agency for Healthcare Administration website <https://quality.healthfinder.fl.gov/>. The Service Bundle Information is a non-personalized estimate of costs that may be incurred by the patient for anticipated services and the actual cost will be based on services actually provided to the patient. The average pricing for bundled procedures can be found on the Agency for Healthcare Administration website at <http://pricing.floridahealthfinder.gov>.