



Insurance Reimbursement Guide

1. We will Submit Your Claim

As a concierge benefit to our families, **Ascend Anesthesia Solutions** will be submitting an electronic medical insurance claim on your behalf via our secure billing portal.

2. How Reimbursement Works

Because you have already paid for your anesthesia services in full:

- **Direct Payment:** Your insurance carrier is instructed to mail the reimbursement check **directly to your home address.**
- **Timeline:** Most insurance companies take **3 to 6 weeks** to process out-of-network medical claims.

3. Understanding the "EOB"

In a few weeks, you will receive an **Explanation of Benefits (EOB)** in the mail.

- **Important:** This document usually says **"THIS IS NOT A BILL"** in large letters. It is simply a summary of what was submitted and what the insurance company is paying.
- **Keep this document:** It is your record of the transaction.

4. Denials or Appeals

If your insurance company denies the claim or pays less than expected, please inform us.

- **Our Support:** We will verify there are no clerical issues and provide any additional documentation, such as a "Letter of Medical Necessity," to support your case.
- **Follow-up:** If you have not received a check or a response after 45 days, let us know so we can assist.