



Understanding Your Secondary Insurance & Balance Policy

We want to make paying for your care as simple and fair as possible. Sometimes, secondary insurance does not pay the balance after your primary insurance processes a claim. This can create delays and confusion. To avoid frustration, here's how our policy works:

How It Works

Why We Do This

Insurance companies don't always communicate quickly.

This policy ensures your account doesn't sit unpaid for months.

It also guarantees you won't overpay — you'll always be reimbursed if your secondary eventually pays.

Your Role

Make sure we always have your most up-to-date insurance information.

If your secondary is delayed, you may need to contact them directly.

Remember: this policy is in place to protect both you and our clinic from long, drawn-out insurance delays.

Step 1 – We bill your primary insurance

Once your primary insurance processes your claim, we bill your secondary insurance (if you have one).

Step 2 – Waiting on your secondary

We allow up to 90 days (3 months) for your secondary insurance to process and pay.

Step 3 – If your secondary doesn't pay

If your secondary has not paid within 90 days, the balance becomes your responsibility. You'll receive a statement from us asking for payment.

Step 4 – If your secondary pays later

No need to worry — if your secondary insurance pays after you've already paid us, we will refund you promptly (within 30 days of receiving payment).

Questions?

Our front desk and billing team are always happy to help explain your coverage and walk you through the process. **Call us anytime at: 484-800-8186** Please note: You will also be asked to sign our official Secondary Insurance Payment Policy Agreement at your first visit.

For more information, please visit www.precisionperformancept.com