

CARDIAC CATH LAB *of*
PH  ENIX

PATIENT RELATIONSHIP COORDINATORS

We are proud to provide the patients of the Cardiac Cath Lab of Phoenix with new, personalized assistance through the services of our Patient Relationship Coordinators (PRC).

Dedicated to you, your coordinator will walk you through your insurance benefits and answer any questions you may have regarding your policy, financial responsibility or billing.

Your assigned Patient Relationship Coordinator will call you directly, or they can be reached at:

Phone: 1-866-413-4709

Email: prc@ncplp.com



TOPICS TO DISCUSS WITH MY PATIENT RELATIONSHIP COORDINATOR



Do you accept my insurance plan?

We are participating with many insurance plans in the area. Please speak with your PRC about your specific plan.

Why do I have co-payments and deductibles?

Your copays and deductibles are part of your contract with your insurance carrier. Due to government regulations and contractual obligations with your insurance plan, we are required to collect co-payments and deductibles. If you want to review the details, your PRC will be happy to go over your specific plan.

Who do I call to help me understand my statement or the balance on my patient account?

Our PRC Department will be happy to assist you with any questions you may have regarding your statement, or the explanation of benefits sent by your insurance carrier. You can reach us at: 1-866-413-4709 or prc@ncplp.com.

What is co-insurance and how is that different from my deductibles and co-payments?

Coinsurance is a portion of the medical cost you pay after your deductible has been met, and your health plan pays its portion. Coinsurance is a way of saying that you and your insurance carrier each pay a share of eligible costs. Your PRC will help you understand your total out-of-pocket responsibility.