



BILLING POLICIES

COPA to ensure that charges are accurate and insurance payments are posted as soon as possible. If you have any questions about your bill or if you need to set up a payment plan, please contact our billing department at 541-389-6313.

INSURANCE

COPA will bill the insurance you provide to us at the time of your service. We will ask to see your insurance card at every visit to ensure that we have the most up to date information in your child's account.

Because COPA works with many different insurance plans, we cannot be aware of each patient's specific policy details. It's important for you to understand your insurance coverage and contact your carrier before services to confirm details such as coverage levels, co-payments, deductibles, and co-insurance responsibilities. If your insurance requires it, please designate one of our providers as your child's Primary Care Physician.

You are responsible for the balance of any services not covered by your insurance.

LABS

All labs that are drawn at a COPA clinic are done so as a courtesy for your convenience and will be sent to St. Charles for processing. Charges for labs drawn at COPA will be processed through St. Charles' billing office and you will receive a separate statement for lab services from St. Charles. If St. Charles is not an in-network provider per your insurance, or you would like to do more research, you may request a lab order to be fulfilled at the lab of your choice. These orders will need to be drawn up by your preferred lab after the visit has concluded.

NO-SHOW FEES

To ensure we can serve as many children as possible, please keep your appointments whenever feasible. Failure to cancel or reschedule within a reasonable timeframe may result in a "no show" fee. Repeat "no shows" may lead to discharge from our practice.

PAYMENT METHODS

- Cash
- Checks, Payable to:

COPA

**2200 NE Professional Ct
Bend, Oregon 97701**

- Credits cards, including:
Visa, MasterCard, American Express and Discover