

## Billing Information for Anesthesia Patients

Thank you for the trust you place in us to provide you or your loved one with the highest quality of anesthesia services.

G2 Anesthesia provides all anesthesiology services at the facility where you have scheduled your surgical procedure. This flyer addresses the most common billing questions we receive from patients.

### Useful Billing Information For Anesthesia Patients

We are an independent service provider; our services are not part of your hospital bill and are processed separately. We will bill your insurance company directly. Our anesthesia specialists participate with many insurance plans; please see the contact information section if you have any questions.

### When Can I Expect My First Bill?

Generally, insurance companies do not respond to claims for 60 days or more. Sometimes the insurer may request more information from us in order to process the claim. The billing cycle then restarts and may repeat itself several times.



As a result by the time the insurer calculates your balance, it may be more than four or five months after the date of service.

### I Have Insurance, Why Am I Getting a Bill?

In many instances, based on the type of insurance coverage you have, there may be an out-of-pocket expense, such as a deductible or co-insurance due. In the unlikely event that we do not participate with your insurance company and they are unresponsive to our request for payment, we may request you intervene with the insurer to resolve your unpaid bill.



### **I Received Payment From My Insurance Company, What Should I Do?**

Please contact our billing office for payment instructions. You have two options:

- ▶ **Option 1:** Deposit the check into your personal account and forward a check for the full amount due to the address shown in the contact information section.
- ▶ **Option 2:** If you prefer to pay by credit card or e-check, you have two options after depositing the check in your personal account. You may call our billing office to process your payment securely over the phone. Or, you can visit <https://www.personapay.com/g2a> to process your payment securely on our website. As always, Ventra Health provides these payment options at no additional cost to the patient.

### **Will I Receive Bills From Other Entities?**

The hospital or surgery center will send you a bill for the facility services. You will also receive a bill from your surgeon. If you have certain tests or procedures, you may also receive separate bills for the following services: radiology, pathology, cardiology or other physician services.



**G2 Anesthesia performs your anesthesia.  
Ventra Health is the billing company for G2 Anesthesia.**

### **Why Are There Multiple Charges On My Bill?**

In addition to the administration of anesthesia, anesthesia providers may also perform other services to patients as they undergo anesthesia. These other services range from extensive monitoring of patient vital signs during anesthesia, as well as pain management nerve blocks to control pain for orthopedic surgeries.

### **What Options Are There For Paying My Anesthesia Bill?**

You may remit payment via personal check, money order, or cashier's check to the address printed on your statement. Online payment options are available by visiting our website <https://www.personapay.com/g2a>. To issue a payment on future services, please reach out to the team at [G2Support@VentraHealth.com](mailto:G2Support@VentraHealth.com) or call 1-408-333-9108.

### **What Options Are There For Payment Arrangements On My Out-of-Pocket Portion?**

Contact a customer service representative to schedule a monthly payment plan.