



Arizona Community Physicians Central Billing Office Answers To Frequently Asked Questions

Q: I received a statement. Didn't you bill my insurance?

A: If you received a statement that means:

- Your insurance only paid a portion of your bill, the balance is the patient's responsibility.
- Your insurance denied our claim.
- No response has been received from your insurance.

In any of the cases above, please contact your insurance prior to contacting one of our Customer Service Representatives.

Q: Can I pay my bill with a Visa, MasterCard or Discover Card?

A: Yes, you have the option to pay by Visa, MasterCard or Discover Card:

You can pay online or may also call our Central Billing Office and speak with one of our Customer Service Representative at 520-795-4783.

Q: I have a large balance due. Can I make payment arrangements?

A: Yes, contact one of our Customer Service Representatives at 520-795-4783.

Q: Why doesn't my last payment appear on my current bill?

A: Charges that are paid in full will not appear on your next statement.

Q: My Insurance says this is not covered. Can you tell me why?

A: For questions regarding insurance payments or denials please contact your insurance company.

Q: My Insurance statement says this is not a benefit? Can you tell me why?

A: For questions regarding insurance payments or denials please contact your insurance company.

Q: Do you participate with my insurance?

A: Please contact your insurance to make sure the physician you want to see is a participating provider.