



APRIA HEALTHCARE®

*Improving the **quality of life**
for our patients at home.*



APRIA'S FREQUENTLY ASKED QUESTIONS

ABOUT BILLING

1 WAS MY INSURANCE BILLED?

If you have received a billing statement from Apria, your insurance has already been billed. When you receive a billing statement from Apria, the amount on the statement is the balance after insurance processing. Your insurance plan applied this remaining amount to either your deductible, co-insurance, or did not cover the claim. For an explanation of your benefits and coverage for your products and services, please contact your insurance directly.

2 DID MY INSURANCE PAY?

Insurance companies provide an explanation of benefit to their policy holders with the amount they cover for medical treatments. You should call your insurance or review your online account with them. This will resolve any questions regarding payment amount and when they pay.

3 WHY AM I RECEIVING A BILL?

A physician ordered your medical treatment and services to be provided by Apria. The amount stated that you owe on your bill is the amount not covered by your insurance company. Most insurance policies require a deductible or co-payment to be met.

4 I PAID, BUT THE ONLINE PORTAL SHOWS A PAYMENT IS DUE, WHY?

Please allow 10 days for your payment to be processed and show on the online portal.

5 WHY DOES MY STATEMENT SHOW A MONTHLY RENTAL CHARGE?

Most insurance providers require that the equipment be considered a monthly rental. Please contact your insurance company directly to learn more.

6 WHY IS MY ORDER FOR SUPPLIES NOT BEING PROCESSED?

Apria requires that patients' accounts to be in good standing and without a delinquent balance before processing new orders. Thank you in advance for helping Apria continue to bring outstanding service to our customers.