

Customer Financial Responsibility

For Oxygen Users



Am I renting or purchasing my oxygen equipment?

Home oxygen equipment is billed to your insurance company on a monthly basis. The rental period is at the discretion of your insurance company. If you do not have insurance, you may choose to rent or purchase your home oxygen equipment.

Will my insurance cover the cost of home oxygen equipment?

Insurance coverage varies by plan. Rental fees are subject to deductible and co-insurance. Contact your insurance company to determine your durable medical equipment benefits.

When will I get my first bill?

If you opted for credit card authorization, you will not receive a bill. Your card will be charged once the claim has been processed by your insurance company.

Your insurance company will send you an Explanation of Benefits (EOB) with the amount that you will be charged.

If you opted out of credit card authorization or do not have insurance, you should receive your bill within 60 days.

Will I own my home oxygen equipment?

Ownership of the oxygen equipment never transfers to the customer. Ownership remains with Health System Services. Equipment must be returned when use is no longer needed.

What do I need to provide from my physician to continue home oxygen use?

In order for your insurance to continue paying for the oxygen equipment, a yearly physician visit is required documenting the continued need for oxygen. This documentation must be submitted to Health System Services.

Deductible:

the dollar amount you must pay out of your own pocket during your annual plan for medical expenses before your insurance begins to pay.

Co-insurance:

the percentage of costs of a covered health care service that you pay after you have paid your deductible.

What if my insurance coverage changes?

If your insurance changes at any point during the rental period, the amount charged will reflect your active insurance and will follow your new plan guidelines. You are responsible for notifying our office of any changes to your coverage.

How do I discontinue use of home oxygen?

If you should want to discontinue use of oxygen, we ask that your physician send Health System Services a prescription instructing to discontinue the service. At that time, we can schedule a pickup for the equipment.

For specific policy information regarding rental billing, co-insurance or deductibles please contact your health insurance company at the number provided on your insurance ID card.

Questions? Contact us at 716-283-4879 or text our secure line 716-304-2170