

The logo features a stylized, light blue circular graphic with a central dot and a curved line passing through it, resembling a medical symbol or a stylized 'C'.

CHERENFANT OB/GYN

Exceptional healthcare for women of all ages

Before Your Visit - Frequently Asked Questions

Do I require a referral to see DR. Cherenfant?

No.

Will I be required to pay anything when I arrive at the office?

You will be required to pay any applicable copayments, coinsurance and deductibles. If the service is not a covered service, you will be responsible for the amount in full.

Should I bring my insurance card with me?

Yes, the information on your insurance card is needed in order for Women's Care Florida to file a claim with your insurance company or companies. When you register, we will ask for information about your insurance coverage and have you sign a few forms. This registration process goes much faster when you bring your insurance information with you.

How do I know if my insurance company will cover my visit or certain services?

Coverage varies with each insurance company. Medically necessary and appropriate services may not always be covered by your insurance contract. Please refer to your insurance member handbook or call your insurance company with questions.

Will you bill my insurance company for me?

Yes, as a courtesy we will bill your insurance company. It is your responsibility to provide any requested information to your insurance company (accident information, claim forms, etc.).

How will I know if my insurance company has paid my bill?

If there is a balance due from you after the insurance company has paid its portion, we will send you a statement. This statement indicates the amount that has been paid and any balance you are required to pay. This is your bill. You are required to pay this bill in full.

What do I do if I disagree with how much my insurance company has paid on my bill?

If you disagree with the insurance company's payment amount or whether or not they cover a service, contact the insurance company and ask them to review how the claim was processed. If the insurance company finds that an error was made, note the information and whom you talked to at the insurance company. Request an anticipated payment date and ask if they need anything from you. If the insurance company feels the bill was paid correctly and you still disagree, find out from the insurance company what you need to do to file an "appeal" with them. Filing an appeal will not guarantee that the insurance company will pay more on your bill, but the claim will be reviewed for reconsideration.

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Do I need to let my insurance company know that I will be visiting a specialist? What will they cover?

Because there are so many types of insurance plans, it is difficult for us to tell you whether or not you need prior approval or notification for your visit. Contact your insurance company with specific questions about what is or is not covered by your insurance plan.

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