



BILLING INFORMATION FOR RIGHTEALTH CLINIC AT MARSHEs

The RightHealth Clinic at Marshes billing is handled through THA Group located in Savannah, GA. There are a couple of things to keep in mind when a claim gets processed:

- ❖ Insurance claims submitted to your primary insurance plan typically take 30-45 days, once received at THA Group, to be fully processed.

Once a payment has been received from the primary insurance plan, the patient will be sent a bill for the copay/remaining balance, which could be up to 75 days after the actual date of the appointment.

- ❖ If applicable, after the primary insurance has processed the claim, any remaining balance is sent to your secondary insurance for processing.

If secondary insurance is applied to the balance, the final bill you receive could be up to 90 days after the actual date of the appointment.

- ❖ If a claim is denied by the primary or secondary insurance plan and THA Group needs to file a formal appeal in order for the insurance plan to reprocess, there will be an additional delay above the above stated timeframes in the patient receiving a statement.
- ❖ You may see the name of our Nurse Practitioner on your bill depending on how the insurance plan processes the claim.
- ❖ If you have any questions regarding your bill, you can contact THA Group at 912-629-2727 and a representative will be happy to assist you. The hours of operation are 8:30am-5:00pm, Monday through Friday.