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Policy for Collecting Medical Debt

OMSC patients will typically receive a statement once insurance has processed the claim(s) or OMSC identifies the balance is due. Statements are sent to the Guarantor on the account – the party who signed as Financially Responsible on our Patient Registration forms.

Once a statement has been issued, OMSC will attempt to contact the guarantor by mail, email, phone, and/or text message regarding the overdue balance. We typically follow-up at least every 2 weeks once the balance is over 30 days overdue. If the balance has not been paid or a sufficient payment plan has not been mutually agreed upon within 90 days, the balance will be turned over to an outside collection agency.

In rare instances, certain balances may not be turned over to an outside agency and will be marked as uncollectable – although collection activities are halted, these balances are still due at OMSC when and if the guarantor contacts our offices again.

If you have further questions about our billing policies, please refer to our Financial Policy on our website, or review the Financial Agreement on our Patient Registration. OMSC's Business Office can be reached at billing@omscmn.com or 952-841-9680.