

## *Financial, Office Policies*

**By executing this agreement, you are agreeing to pay for all services received**

**Filing Claims:** Please be sure you inform us of any updates or changes to your insurance, so we have your current information. If we do not have current information this will delay payment and possibly cause you to have unexpected expenses. You will be asked to completely fill out a new information profile every year. These profiles expire one year after being signed.

**Contracted insurance:** If we are contracted with your insurance company, we must follow our contract and its requirements. If you have a co-payment, co-insurance and/or deductible, you must pay at the time of service.

**Non-contracted insurance:** Your insurance is a contract between you and your insurance company. We are NOT a party to this contract between you and your insurance company, in most cases. We will bill your insurance company as a courtesy to you. Although we may estimate what your insurance company may pay, it is the insurance company who makes the final determination of your eligibility. You agree to pay any portion of the charges not covered by insurance.

**Self-pay patients:** All self-pay patients are required to pay at the time the services are rendered.

**Well Visit vs. Problem-Focused Visit:** A visit is considered a “well visit” when a healthy patient is seen to screen for various illnesses or diseases, and is thus considered preventive medicine. If a patient comes in to discuss any suspected illness or disease, this is considered a “problem-focused” visit. We provide services for preventive medicine as well as problem-focused medicine. Some insurance plans cover all office visits no matter what the purpose, other plans will only cover a visit if you have a problem, and some will only cover preventive medicine.

**Insurance Verification:** Our verification staff is dedicated to ensuring your visit is covered by your insurance or advising you otherwise prior to your appointment. In some instances, we might not be able to obtain this information. It is always a good idea for you to check with your insurance carrier to verify your specific benefits so there are no unexpected financial surprises at the time of your visit. Payment for services is ultimately **your** responsibility. We must have a copy of your insurance card on file as well as a valid driver’s license or valid picture ID/passport to verify identity.

**Statements:** Unless other arrangements are approved by us in writing, the balance on your statement is due and payable when the statement is issued. It will separately show the previous balance, any new charges to the account, and any payments or credits applied to your account during the month.

**Returned checks:** There is a fee (currently \$20.00) for any checks returned by the bank.

**Past due account:** Your account becomes past due 30 days following receipt of your first statement, we will take necessary steps to collect this debt. We have the option to report your account status to any credit reporting agency such as a credit bureau.

**Waiver of Confidentiality:** Please understand if this account is submitted to an attorney or collection agency, if we have to litigate in court, or if you’re past due status is reported to a credit reporting agency, the fact you received treatment at our office may become a matter of public record.

**Divorce:** In case of divorce or separation, the party responsible for the account prior to the divorce or separation remains responsible for the account. After a divorce or separation, the parent authorizing treatment for a child will be the parent responsible for those subsequent charges. If the divorce decree requires the other parent to pay all or part of the treatment costs, it is the authorizing parent’s responsibility to collect from the other parent.

**Appointments:** It is our goal to provide services to you in the most comfortable and timely manner as possible. In order to achieve this we must require you to be on time for your appointments. If you must cancel an appointment, we ask you give us 24 hours notice whenever possible. **Patients who are 15 or more minutes late may need to be rescheduled. Missed appointments without notification may be charged a \$25 fee which will need to be paid prior to next appointment.** If you miss three appointments without notifying us before the appointment time you may be dismissed from the practice. In order to ensure accurate records and true identity of all patients you will need to present your Drivers License or Identification Card, Insurance Card and Social Security Number at the time of your appointment. If you are unable to provide this information your appointment may be cancelled or rescheduled.

**Children:** Children are very special to all of us, but for their safety and the courtesy of other patients we must ask you keep your children with you at **ALL** times while in our office.

# *Financial, Office Policies & Consents*



**Prescription Refills:** If you need a prescription refilled, you will need to contact your pharmacy and request a refill authorization be sent electronically to the office to be processed by the clinical staff and approved by the physician. You may also request refills through the patient portal.

**Laboratory Test:** Unless you instruct us otherwise, your labs will be sent to **Clinical Pathology Laboratories (CPL)**. If your insurance requires you use **Quest, Lab One, LabCorp** or another lab not listed, please be sure to inform the clinical staff at the beginning of your appointment. Remember since we do send all lab specimens to an outside lab we do not charge for the actual test; the lab will bill you separately if your insurance does not cover them.

**Result Notification:** We will make every effort to notify you of results whether they are normal or abnormal. Please allow one week for result notification. Results will also be available thru the patient portal once implemented. **If you have not received notification of your results after one week, please call the office.**

**Telephone Calls:** We must screen all calls to the Doctor/PA during office hours while patients are being seen. If you have an emergency, explain to the staff the type of emergency you have and a member of our clinical staff will either pick up your call or call you back in a timely manner. Calls deemed "non-emergent" will be handled by the clinical staff in the order received. If it is necessary to leave a message for the Doctor/PA, the call will be returned as soon as possible. Keep in mind, most calls require communication with the Doctor/PA and our medical staff, and are addressed after morning and afternoon clinical hours are completed. **Please leave a detailed message, our office operates with a small reliable staff and we use voicemail on a regular basis.**

**Referrals:** Occasionally our physician/PA will need to refer you to another specialist. Our physician/PA offer recommendations based on their experience with the specialist. The specialist they recommend may or may not be an in-network provider with our insurance carrier. You will need to contact your insurance carrier to determine if that physician is in-network. If they are not you can: 1) choose to see a physician in-network according to your carrier or 2) see the physician we recommend out-of-network. The latter may require you to pay more than customary in-network provider charges.

**Transferring of Records:** You will need to request in writing, and pay a reasonable copying fee if you want to have copies of your records sent to another doctor or organization. We utilize a copy service which will bill you for any appropriate fees.

**Physician Paperwork:** Sometimes insurance companies or other agencies require Physician's to complete paperwork regarding your healthcare. Examples of such paperwork include FMLA forms, disability forms, and Insurance Company requests for life insurance or other issues. Our office charges the patient \$25-\$100 for such paperwork depending on the request. This fee must be paid in full in order for the paperwork to be completed.