

Financial Policy

- ❖ We are committed with providing you with the best possible medical care. If you have special needs, we are here to work with you. Our practice firmly believes that a good physician/ patient relationship is based upon understanding and good communications. We always strive to give good honest answers based on our knowledge and understanding.
- ❖ Our ultimate goal in providing services to you is transparency of policies and with this goal in mind we share the following:
- ❖ Ultimately your Insurance Coverage needs to be known by you in detail. We cannot be held responsible for knowing the provisions of your policy. All policies can be different, even within the same plan. When we advise and guide you with the knowledge we have obtained, we speak in generalities and must leave the details to each individual. Specific coverage issues need to be directed toward your insurance company and you can find the phone number on the back of your insurance card.
- ❖ We ask that you respect your appointment time and give at minimum a 24-hour notice if you are unable to keep your appointment. No shows will be charged a \$50 fee.
- ❖ We do expect you to pay all co-pays, deductibles and coinsurance at the time of service.
- ❖ Deferred payments can only be made if discussed with our insurance department based on special needs or circumstances.
- ❖ In the event that your account becomes past due- beyond 30- days without insurance pending and we now have to send a reminder of monies due- there may be a \$15 assessment fee added to your account. This is to cover the cost of reminders and processing of your account. We prefer that you always keep your account current and if a special circumstance arises- please contact our insurance department so that you do not incur additional charges.
- ❖ If negligent in payment- you may be sent to a collection bureau, have your credit reported and risk termination of future services. In the event that your account should become delinquent, you agree to pay all collection expenses, including attorney fees, incurred in the collection of your account.
- ❖ If you have had a previous collection balance you will be required to pay the past due balance and any new charges before you will be seen.
- ❖ Returned checks will be subject to a \$30 service fee.