

Office and Financial Policies

We would like to thank you for allowing us to provide your healthcare needs.
Please read all of our office and financial policies and sign below.

- We request that you call our office at least 24 hours prior to your appointment if you must cancel or reschedule your appointment. To keep our office as contagion-free as possible, a scheduled appointment is a reservation for our staff and office exclusively for you. We reserve the right to charge a \$25 (1st time) or \$50 fee for missed appointments.
- A valid insurance card and government photo identification (e.g. driver's license) are required for all new patients and are necessary for filing for your insurance. If these documents are missing you will be asked to reschedule your appointment.
- Please provide us with information on all insurance plans for which you are covered. If your insurance company does not pay due to your not providing us with insufficient and/or timely information, you will be responsible for the difference in payment.
- Referrals: you should know whether your insurance requires a referral and, if needed, obtain one prior to scheduling an appointment. Referrals typically have an expiration and an allowed number of visits.
- Copayments, coinsurance and deductibles are due at the time of your visit. These fees are pre-calculated based on our best efforts. Any differences will be charged or refunded to you. Failure to pay your copayment at the time of your visit may incur a \$20 billing surcharge.
- Your insurance plan's benefits are for you. If we have agreed to accept your insurance, we will abide by their determination of what you owe us, as we expect you to, as well. You may, of course, contact your insurance company with any questions regarding their decisions.
- You are responsible for providing any changes of address, telephone numbers and/or insurance information whenever such occurs.
- You are responsible for responding promptly to requests from us or your insurance company to provide any additional information required from you. Any claims unpaid due to your failure to provide timely information will become due from you and payable in full immediately.
- Pathology and laboratory fees are separate and are billed by the laboratory performing the services.
- Your account will be charged \$35 for each returned check. We request you pay this fee plus the face amount of the check in cash. You may be asked to pay in cash for future visits.
- Past due accounts will be turned over to a collection agency. Any collections fees, legal fees or attorney's fees will be added to the amount you owe.
- Fees for medical records will be charged as allowed by law. Please give 2 weeks for such requests.
- Medication refills: medications are not renewed over the phone, fax or mail. Please ask for all refills at the time of your visit.
- Your credit card information provided us at your time of visit helps us reduce billing costs by allowing us to charge amounts due. We will enter your credit card into our bank's system. Note that we never store your credit card information in our office: once entered into our bank's system, it can only be used for charges to our office, so as to prevent your card being used elsewhere.
- Photos may be taken for medical or educational purposes, and are the property of the practice.

In agreement:

Signed

Date