



OFFICE POLICY

Our goal is to provide and maintain a good physician-patient relationship. Letting you know in advance of our office policy allows for a good flow of communication and enables us to achieve our goal. Please read this carefully and if you have any questions, please do not hesitate to ask a member of our staff.

1. On arrival, please sign in at the front desk and present your current insurance card at every visit. You will be asked to sign and date the file copy of the card. This is your verification of the correct insurance and consent to bill them on your/child's behalf. IF THE INSURANCE COMPANY THAT YOU DESIGNATE IS INCORRECT, YOU WILL BE RESPONSIBLE FOR PAYMENT OF THE VISIT AND TO SUBMIT THE CHARGES TO THE CORRECT PLAN.
2. If we are your primary care physician, make sure our name or phone number appears on your card. If your insurance company has not been informed that we are your primary care physicians as of this date, you may be financially responsible for the visit. If your insurance is through an auto accident you must provide the office with the name of the insurance company, the claim number, the adjusters name and phone number, and any information pertaining to this. You are also responsible for completion of the PIP application.
3. According to your insurance plan, you are responsible for any and all co-payments, deductibles, and coinsurances.
4. You are responsible for any balance on your account. All self-pay patients are required to pay the FULL BALANCE at the time of visit. ALL COPAYS and balances are required to be paid at time visit. If you do not have copay, you will be asked to reschedule your appointment.
5. It is your responsibility to understand your benefit plan. It is your responsibility to know if a written referral or authorization is required to see specialists, if preauthorization is required prior to a procedure, and what services are covered. It is also your responsibility to confirm that a prior authorization has been processed.
6. If our physicians do not participate in your insurance plan, payment in full is expected from you at the time of your office visit. For scheduled appointments, prior balances must be paid prior to the visit.
7. If you have no insurance, payment for an office visit is to be paid at the time of the visit.
8. Co-payments are due at time of service. A \$5.00 processing fee (or service fee) will be charged in addition to your co-payment if the co-payments is not paid at time of service or by the end of the next business day.
9. Patient balances are billed immediately on receipt of your insurance plan's explanation of benefits. Your remittance is due *within* 10 business days of your receipt of your bill.
10. If previous arrangements have not been made with our finance office; any balance over 90 days will be forwarded to a collection agency. The office will be contacting you by phone and will be leaving a message if you are not available. You will be responsible for collection fees and charges including the 30% being charged by the collection agency.
11. If you participate with a high-deductible health plan, we require a copy of the health savings account debit/credit card or a personal credit card remain on file. There are addenda to this financial policy, which are signed separately.
12. We require 24-hour notice for canceling any appointment.
13. A \$25 fee will be charged for any checks returned for insufficient funds, plus any bank fees incurred.
14. We charge a fee for copy or transfer of medical records. There is a fee for any forms completed. Payment is due when the forms are dropped off. We have a 3-5 day turnaround time for forms.
15. Advance notice is needed for all non-emergent referrals, typically 3 to 5 business days. It is your responsibility to know if a selected specialist participates in your plan. Remember your primary care physician must approve referrals before being issued.
16. Before making an annual physical appointment, check with your insurance company whether the visit will be covered as a healthy visit. Not all plans cover annual healthy physicals or hearing and vision screenings. It is your responsibility to know your insurance plan benefits. If it is not covered, you will be responsible for payment at the time of visit.
17. Not all services provided by our office are covered by every plan. Any service determined to not be covered by your plan will be your responsibility.
18. We accept cash, checks, MasterCard, Visa, Discover and debit cards.
19. All non-emergency messages for the doctors are reviewed at the end of the day after the doctors have finished seeing patients.
20. All controlled substances and antibiotics will require an appointment for each and every refill. No controlled substances or antibiotics will be dispensed without an appointment. There will be no exception regarding this policy.

