



OFFICE POLICIES

- **Insurance and Payment Policy**

- **Proof of Insurance.** We ask that you present your insurance card and photo ID at the time of your 1st visit. If you fail to provide us with the correct insurance information at each visit, you may be responsible for payment for all services provided.
 - We are contracted with most insurance plans. If you are not insured by a plan we are contracted with, payment in full is expected at the time of service. If you are insured by a plan we are contracted with but don't have an up-to-date insurance card, payment in full for each visit is required until we can verify your coverage.
 - Your health insurance contract is between you and your insurance company. Knowing your insurance benefits is your responsibility. Any questions or complaints regarding your coverage should be directed to your insurance carrier.
- **Co-Payments.** *Your insurance company requires us to collect co-payments at the time of service. Waiver of co-payments may constitute fraud under state and federal law. Please help us in upholding the law by paying your co-payment at each visit.*
- **Non-covered Services.** Please be aware that some or all of the services you receive may be non-covered or not considered necessary by your insurer. You must pay for these services in full.
- **Claims Submission.** We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request.
- **Account Balances.** All accounts with a balance due over 60 days will be assessed a monthly service charge of \$25.
 - Partial payments will not be accepted unless otherwise negotiated with our billing office.
 - Unpaid balances over 90 days will be referred to a collection agency and you may be discharged from this practice.
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- **Missed Appointments.** *Our policy is to charge \$35 for missed appointments not canceled within 24hrs. These charges will be your responsibility and billed directly to you. Please help us to serve you better by keeping your regularly scheduled appointment.*