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## Financial Policy

Thank you for choosing Pain Care Physicians, PA as your provider of physical medicine and rehabilitation services. We realize that you chose us and welcome you to our practice. We understand that you may eventually have questions regarding our practice's financial policies and practices; therefore, we ask that you please read and sign this document acknowledging that you understand your financial responsibilities associated with your future care and treatment.

- 1) We require at least 24 hours notice for an appointment cancellation or reschedule request.
- 2) For your convenience, we accept VISA, MasterCard, Discover, cash and personal check. Phone payments can be processed during business hours by calling (512) 326-5440 ext. 215 or any time on our secured website at <http://www.paincarephysicians.com/getCreditCard.php>
- 3) If you receive a statement from Pain Care Physicians, PA the balance needs to be paid within 30 days of receipt. Otherwise, a practice payment plan is required. If no payment plan is established, or is not adhered to correctly, the practice will then consider your account for an outside collections agency.
- 4) If you have a medical procedure performed at a location other than one of our offices, you/your insurance company will receive two bills, one from this office and one from the facility where the procedure was performed.

### **Commercial/Private Insurance**

- If you have insurance and Pain Care Physicians, PA is an in-network provider for your insurance plan, you will be responsible for any co-payment due at the time of service according to your insurance plan's policies. We will not bill you for any amount above your co-payment until after your insurance company has processed the medical claim. If your insurance carrier processes the claim and directs us to bill you for all or a portion of the services rendered, we will then send a patient statement to the guarantor listed on your account.
- If you have insurance and Pain Care Physicians, PA is and out-of-network provider, we will send a courtesy claim to your insurance company. If your insurance carrier processes the claim and directs us to bill you for all or a portion of the services rendered, we will then send a patient statement to the guarantor listed on your Pain Care Physicians, PA account. It is ultimately the patient's responsibility to ensure that a pre-authorization has been properly requested for any treatment prior to the date of service for all out-of-network insurance plans.
- If you have an HMO plan or other type of plan that requires a formal pre-authorization, please be aware that this referral must be obtained prior to us scheduling your appointment. Pain Care Physicians will work to obtain this pre-authorization from these outside entities as best as possible. It is ultimately the patient's responsibility to ensure that this referral has been properly obtained.

### **Workers' Compensation**

- All treatment will require pre-authorization (often times in writing) from your employer's workers' compensation insurance adjuster. Our practice will do our very best to ensure that pre-authorization is requested from these outside entities as soon as possible. Once proper pre-authorization has been obtained, we will contact you to schedule an appointment.

### **COBRA plans**

- If you are currently on a COBRA plan through your employer, please be aware that you are responsible for the verification of coverage. In the event that you are unable to provide the necessary documentation showing current coverage, or that your coverage is not effective/invalid, then you will be held responsible for all charges incurred at the time services are rendered.

### **Medicaid/Medicaid HMO plans**

- If you have primary/secondary coverage through Medicaid or a Medicaid HMO plan, please be aware that you are responsible for the verification of coverage prior to us scheduling your appointment.

### **Private Pay Patients**

- We offer a private pay discount for those patients without medical insurance. To utilize this discount, payment is required to be paid in full before or at the time of service.