

## **REFUND POLICY**

It is the policy of Urological Associates of Savannah, PC and Urology Surgery Center of Savannah, LLLP to return all monies that are not due to us. These may include overpayments from patients or third-party payers. The Practice is committed to comply with state and federal laws. In the event that an overpayment is due to a patient, a refund is issued to the guarantor of the account.

Credit balances of less than \$10 are not refunded.

If a patient due credit balance occurs for a guarantor with multiple patients on the account and a debit balance remains on the total account, the credit is posted as an open balance payment on the account.

If a patient due credit balance occurs for a guarantor who has a service scheduled, the credit is posted as a payment on the account to be used for the next encounter.