Matthew A. Berger, MD, PC

340 Montage Mountain Road ●Moosic, PA 18507
Phone (570) 346-3686 ● Fax (570) 207-0615

NO-SHOW, CANCELLATION AND COLLECTIONS POLICY

Name _____ **Date** _____ **Patient Account #** _____
(Please Print) **(Office Use Only)**

Failure to appear for your scheduled appointment, failure to provide adequate notice to cancel a scheduled appointment (24-hours in advance during normal business hours), or failure to provide payment for co-pays, co-insurance or deductibles may result in charges as outlined below. A valid credit card or bank account number (for auto-draft or pay-by-phone option) must remain on file and will be charged appropriately. A copy of the credit card receipt and/or proof of electronic bank debit and a written explanation of charges will be mailed to the address on file.

24-HOUR NOTICE REQUIREMENT – PLEASE READ

Notification of the need to cancel an appointment must be made at least 24 hours in advance of a scheduled appointment. **Notification can only be made during normal business hours (Monday through Friday from 9:00 a.m.to 4:30 p.m.).** Cancellations made during evening hours, Saturday, Sunday or Holidays are not considered normal business hours and a cancellation fee may apply.

Example:
Cancellation for a Monday appointment must be made by close of business the Friday prior.

Name on Credit Card _____ **Exp. Date** _____

Credit Card # _____ **3 or 4 Digit Code** _____

Cardholder Signature _____

Patient Signature* _____ **Date** _____

Legal Guardian Name** _____

Legal Guardian Signature** _____ **Date** _____

Name on Bank Account _____ **Routing #** _____

Financial Institution _____ **Account#** _____

Patient Signature _____ **Date** _____

For auto-draft or pay-by-phone option; please complete this section.

Matthew A. Berger, MD, PC

340 Montage Mountain Road ●Moosic, PA 18507
Phone (570) 346-3686 ● Fax (570) 207-0615

MEDICATION MANAGEMENT APPOINTMENTS:

A charge of $50.00 for new patient appointment ($30.00 for follow-up appointments) will apply to patient accounts for appointments scheduled with Dr. Berger, Dr. Mallik, Dr. Nardell or any clinical staff member if:

- Patient fails to show up for a scheduled appointment.
- Patient fails to provide 24-hour advance notice for cancellation.

THERAPY APPOINTMENTS:

A charge of $40.00 will apply to patient accounts for appointments scheduled with any Therapist if:

- Patient fails to show up for a scheduled appointment.
- Patient fails to provide 24-hour advance notice for cancellation.

COLLECTIONS:

- All balances (including co-pays, co-insurance and deductibles) are due at the time of the visit. You will be notified in writing, and provided a copy of your receipt, when charges have been made to your credit card.
- Any remaining balance on your account that is not paid within 90 days will be turned over to a collection agency. If needed, you may contact our billing office for payment arrangements.
- There will be a $10.00 charge if your co-pay is not paid at the time of service.

I have read and understand the no-show, cancellation and collections policy and agree to be bound by its terms.

Patient Signature* _____ **Date** _____

*If patient is **14 or older**, patient must sign all paperwork and add legal guardians to their HIPAA.

If patient is **13 or under, a legal guardian must sign all paperwork.

If you have any questions, please ask our staff.