

OFFICE POLICY
PLEASE: READ AND KEEP

We **do not** accept Medicaid Programs.

We expect payment for the 20% that Medicare designates as patient responsibility.

Insurance required referrals from your Primary Care Physician are **your** responsibility. If you do not have an insurance required referral at the time of your appointment **you** are responsible for the charges at the time of this appointment.

We will gladly discuss your proposed treatment and answer any questions relating to your insurance. While we do not participate with every insurance we will gladly submit to those we do participate with.

Upon verification of your coverage we will bill your insurance company for all allowable services. This includes primary as well as some secondary insurers. Please be aware that your insurance is a contract between you, your employer and your insurance company. Specific questions regarding coverage and benefits should be directed to your insurance company.

Our fees may not be what your insurance considers "usual and customary". If we do not have a contract with your insurance or insurance network, you will be responsible for the balance of the charge/s. Please understand Medicare co-payments (20% of allowable charges) are federally mandated (it is the law). We must bill you for that balance

- Should you have additional paperwork for other insurance (i.e. disability, medical leave, etc.) there will be a processing fee for each form. Please allow 3-5 working days for processing.
- If you should request copies of medical records please allow 3-5 working days for processing. There may also be a copying and processing fee charged for these records.

If you have a co-payment, coinsurance, and/or deductible, this payment will be collected at the time of service. If you have no insurance, payment will be collected at the time of service.

Please understand that you are ultimately responsible for any charges incurred in the collection of an outstanding balance. We will apply the option of a collection agency after 60 to 90 days of an outstanding balance; fees for doing that will be passed on to you.

If a financial hardship is in question please feel free to speak to the Office Manager, we are willing to work with you in setting up a mutual agreement for payment.

Thank you.