



## OFFICE POLICY

We look forward to seeing you for your appointment. Please take some time to read through our office policy. Your clear understanding of our office policy is important to us. If you have any questions please feel free to contact our office manager.

**YOUR FIRST VISIT & EVERY VISIT THEREAFTER:** Please make sure you have your insurance cards and driver's license with you so we can copy for your chart. If you do not have it with you at the time of your visit, you will be asked to reschedule or pay for your visit in full. It is a good idea to make sure you always have your card with you at all visits. If your insurance ever changes or you receive a new card, it is especially important to let us know and to show the receptionist your new card. Established patients please arrive to the office 10-15 minutes early in case you need to update any paperwork. We update records yearly. It is in the patient's best interest to call and confirm that our physician is in your insurance plan.

**CONTRACTED HMO & PPO PLANS:** If our physicians are covered providers in your HMO OR PPO plan, copays are due at the time of service. The balance of your bill will be electronically filed with your insurance. If your HMO service requires a **referral form** from your primary physician, it is **YOUR** responsibility to have this by the day of your visit. If an appropriate referral is not provided, we cannot bill your insurance and you will be fully responsible for the bill at the time of service.

**NON-CONTRACTED INSURANCE & SELF PAY PATIENTS:** If our physicians are NOT contracted with your insurance plan or you do not have health insurance, **FULL PAYMENT** is due at the time of service. We will provide you with a receipt for your payment.

**MEDICAID:** We must have your New Medicaid Card that was issued to you. If you have co-pay or if you know you have not met your spenddown (monthly deductible), this will need to be paid at the time of service.

**MEDICARE:** Our physicians are Medicare providers and we DO accept assignment on covered services. All Medicare patients are responsible for their 20% co-pay and annual deductible, unless you have a supplement insurance plan that covers it.

**MEDICARE ADVANTAGE PLANS:** You no longer have traditional Medicare and are responsible for your copay at the time of service and/or deductible if you have not met it when you come in.

**MINOR PATIENTS:** All minor patients (less than 18 years of age) must be accompanied by their parent or legal guardian during ALL visits.

**PAYMENT:** Payments may be made by cash, check, Visa, MasterCard, Discover or Money Order. IF YOUR CHECK DOES NOT CLEAR THE BANK YOU WILL BE CHARGED AN ADDITIONAL \$25.00 FEE. Patients with accounts sent to collections for unpaid balances will be subject to dismissal from practice.