



Billing Information

We understand that billing and payment for healthcare services can be confusing and complicated. We are here to assist you with information on how we process your bill(s).

Bring Your Health Insurance Information: Please bring your current health insurance card when you register. This should include current ID #, group #, policy holder name and date of birth and insurance company current address where Medical Claims should be sent.

Inform us of Changes: If you are a current patient please inform us if your personal or insurance information has changed since your last visit. The lack of current information can cause payment delays or denials that may ultimately leave you responsible for payment.

Making Co-Payments: Co-payments for physicians and other balances you may owe are due at the time you receive services. If your insurance requires it, you will need to pay for estimated coinsurance or deductibles related to your care. If you have any questions regarding your co-payments or deductibles, please contact your insurance company.

When Medicare Doesn't Cover a Service: Medicare requires that we provide only those services approved by Medicare and deemed medically necessary. In the event that a service is not covered by Medicare, we will ask you to sign a notice that makes you financially responsible for the services provided. Additionally we will bill you and/or your supplemental insurance carrier for services not covered by Medicare; such as regular health exams. However, if neither one of your insurances covers these services you will be responsible for payment.

Unpaid Bills: We strive to provide the excellent care and service. We place your care as our number one priority. However, to remain in service, bills must be paid. Any bills unpaid after 120 days will be sent to collections. Please note that the collection agency charges a 38% fee. That fee will be passed on to you. Please avoid this situation.

Missed Appointments: Please provide the courtesy of notification of any visit cancellation with minimally a 24-hour notice. Patients who fail to show for **two** appointments without notifying us at least 24 hours in advance will no longer be able to make appointments with us. A reinstatement fee of \$55 will allow the patient to be seen. There after there will be a \$55 charge for any No Show appointments.