

## **Office and Financial Policies**

Thank you for choosing our practice as your healthcare provider. Your understanding of our financial policy is important to our professional relationship. Payment of your bill is considered part of your treatment. In an effort to provide you with the best possible care and minimize healthcare costs, we have adopted the following policies.

At each visit our staff will request you to:

- Verify Personal Contact Information
- Present Current Copy of Insurance Card
- Payment of Today's Visit

**Insurance:** We accept most private insurance plans at our office. It is your responsibility to make sure that we are in network with your insurance plan. Please note: we do not accept any form of Medicaid at our office.

**Appointments:** If you are unable to keep an appointment, advanced 24 hour notification is required. Two missed appointments could cause termination of your medical care at our office

### **Fees and Payments:**

Co-payments and outstanding balances are due at time of service. Please have your current insurance information with you at the time of your appointment. If you have a question about your insurance, we will be happy to assist you. Specific coverage issues however, should be directed to your insurance company's member service department as indicated on your insurance card. Not all services are a covered benefit in all policies. It is very important you understand and confirm the provisions of your individual policy.

Patients without insurance may be afforded an adjusted fee if payment is made on the day of your appointment. You will be given these policies should your care warrant.

### **Annual Exams:**

Most insurance companies pay for one annual in a 12 month period. Check with your insurance company prior to your appointment to see if your insurance company requires a co-payment on yearly well woman visits. Patients that are seen for an annual exam and require additional treatments for illnesses or problems will be charged separately for each service rendered that day.

### **Surgeries:**

When your surgery is scheduled we will check with your insurance company for coverage on the procedure you are having done. We will estimate how much your surgery will cost and what your responsibility will be. Checking your benefits does not guarantee payment.

The patient is ultimately responsible for payment. If your insurance company does not pay within a reasonable time, you will be billed for services. (Please note that hospital charges and

services provided by other hospital related providers will be billed separately from our services, contact your insurance provider to determine specific coverage and benefits).

**Maternity:**

It is your responsibility to call your insurance company to find out your benefits. If you have any further questions after that, please call our billing office at 866-350-0407 or 614-457-5730.

**Lab work:** We only contract with LabCorp at this office. Depending on your insurance, you may receive a separate bill from the lab facility that performs your lab work. Please contact the Lab directly for questions relating to their charges. Please verify which lab your insurance requires. We are not responsible for any charges you incur from non-network labs.

**Collections Charge:**

Accounts that are not paid within 60 days from due date may be sent to an external collection agency and reported to the Credit Bureau. In addition, you may be removed from the practice. We realize that temporary financial problems may affect payment to your account. If problems do arise, please contact our billing office at 614-457-5730 for assistance.

*Please Note:* Each visit is documented in your medical record and a diagnosis is made by the provider. Diagnoses are made based on medical information, not based on coverage by insurance companies. To request a diagnosis change solely for the purpose of securing reimbursement from an insurance carrier is inappropriate and is considered insurance fraud.

**Miscellaneous Fees:**

**Returned Checks Charge:** There is a \$25.00 fee for all returned checks. Other bank fees may apply.

**FMLA Forms:** There is a fee for FMLA forms. Please inquire at front desk for current fee.

Thank you for adhering to our financial policy.

Please let us know if you have any questions or concerns. For questions regarding your billing or statements, please contact our billing office at 614-457-5730.