

HEART AND VASCULAR ASSOCIATES, LLC

Patient Financial Policy

Thank you for choosing our practice. We are committed to the success of your medical care. Please understand that payment of your bill is part of this care. To help avoid misunderstandings, our financial policy is in writing. For your convenience, we have answered some commonly asked questions below. If you have further questions, please contact our billing department.

Do I need to bring my insurance card with me to every appointment?

Yes. New patients must bring their insurance card at the first appointment. Established patients should also be prepared to present their insurance card prior to receiving service. It is the patient responsibility to inform the staff of any changes in their insurance coverage at each visit.

Do co-pays need to be paid at the time of my appointment?

Yes. According to your contract with your insurance company, all co-pays are to be paid at the time of service. Refusal to abide by this agreement may result in an additional billing charge (to cover the cost of having to bill you for the co-pay) and/or termination of your coverage.

How may I pay?

We accept payment by cash and check, or by VISA, MasterCard, Discover Card, American Express or debit card.

What if my check bounces?

If a check is returned for insufficient funds, or if payment has been stopped, you will be charged a \$35 fee in addition to the amount of the check. If you have a second check returned, you may be asked to pay by cash, money order or cashier's check or credit card.

What is your policy regarding missed appointments?

Patients who do not show up for an appointment, and do not call to cancel 24 hours or more before the scheduled appointment impact other patient's ability to obtain timely medical care. Therefore, patients who miss their appointments will be assessed a \$25 "no show" fee. The no show fee must be paid prior to the patient's next appointment. Our cancellation and missed appointment policy is attached.

What if my insurance requires referrals for specialist services?

It is the patient responsibility to be aware if their insurance requires referrals for specialist services. This is a requirement of the insurance plans. Failure to obtain a referral will result in the insurance denying payment and therefore, may result in our office requesting the patient to reschedule their appointment until the referral can be obtained.

How am I to pay my portion after you bill the insurance?

Once we receive the Explanation of Benefits from your insurance company, we will bill you for the balance that you owe. That amount is due upon receipt of the statement. If you are unable to pay your balance in full, please contact the billing team to set up a payment plan. Patients enrolled in payment plans and are compliant with monthly payments will not be subject to the collections process.

What if I do not pay my bill?

Accounts that are repeatedly ignored may be sent to collections. If this happens, you may have your credit adversely affected and a collections status will be assigned to your account. Any future appointments will be scheduled with the expectation of payment on the outstanding balance PRIOR to the appointment. Ultimately non-compliance with payments will result in possible dismissal from the practice and you will be asked to find a new physician.

What happens if my account is in collections?

After multiple attempts through statements and letters, if there is no response from the patient, the balance will be turned over to a outside third party collection agency. Collection attempts will continue through phone calls and letters, and ultimately if no response from the patient, this balance will be reporting and will effect the patient credit rating.

What happens if my account has a bad debt status?

If your account has been assigned a bad debt status, in order to schedule future appointments, patients will be expected to resolve these balances.

- If your balance due is less than \$20 you will be expected to pay this balance in full before scheduling future appointments.
- If your balance is \$100 or less you will be expected to pay half the balance due before scheduling future appointments.
- If your balance is greater than \$100 you will be expected to pay a minimum of 20% of the balance due and enter into a formal payment plan for the remaining amount before scheduling future appointments.

What is my financial responsibility for services?

This varies with each insurance plan and each patient policy. We suggest that you contact your insurance company for a detailed explanation.

**Patient Financial Policy
Acknowledgement**

I have read, understand and agree to the above Financial Policy. I understand that charges not covered by my insurance, as well as applicable co-pays, deductibles and fees, are my responsibility. I understand failure to comply with this financial policy may result in a collections process, ongoing care and possible dismissal from the practice. I authorize insurance benefits be paid directly to Heart and Vascular Associates, LLC and I authorize them to release any pertinent medical information to facilitate payment of a claim.

I have received a copy of this policy.

Signature of Responsible Party

Date

Printed Name

Patient Name (if different)