

Suburban Urologic Associates

FINANCIAL POLICY

Thank you for choosing our office as your health care provider. The following is a statement of our financial policy, which we require that you read and sign prior to any treatment.

INSURANCE:

Your insurance policy is a contract between you and your insurance company. We will submit medical services to your insurance company if you have given us all of the required information. We must have the **most current copy of your insurance card**. You must notify us immediately of any change in your insurance coverage. Please be aware that some, and perhaps all, of the services provided may be considered "non-covered services" according to your policy. You will still be responsible for payment of these services. You are also responsible for obtaining the necessary referrals from your PCP and/or insurance company if applicable. However, authorization from your insurance company does not guarantee payment.

We are participating with most major insurance companies. Please check with your insurance company to determine if we are participating providers. **We will collect the current co-payment required for a specialist office at the time of service.** All patients are responsible for presenting the most current insurance information and paying the most current specialist co-pay. **If you do not pay your co-pay or pay the incorrect amount, you will be charged and responsible for a \$5 assessment fee.** You will also be responsible for payment of any deductibles, co-insurance or non-covered services.

Deductible and co-insurance responsibilities for select procedures will be determined and collected prior to the service. In this instance, our Billing Department will discuss this with you. These amounts must be paid in full or the procedure and/or office visit will be rescheduled.

BILLING:

If you have a financial problem, please ask to discuss a payment plan with our Billing Department (proof of income may be required as verification). A billing statement of medical services received will be mailed to you on a monthly basis. If an extended payment plan has been offered to you, we require regular payments or the plan is void. After that, the account may be turned over to our collection agency. We accept cash, checks, Visa, MasterCard or Discover for payment. In the event that a personal check is returned unpaid from your bank for any reason, your account will be charged with a return check fee.

OTHER INSURANCE FORM PREPARATION:

If you have insurance forms that need to be prepared by our office (i.e. disability, FMLA), we will do these as quickly as possible but they may take several days for completion. A fee will be assessed and collected prior to completion of these forms. Please provide us with the correct address for the forms' return.

MINOR PATIENT (UNDER 18 YEARS OF AGE):

The parent/guardian/adult accompanying a minor child is responsible for full payment. Any patient 18 or over is legally an adult and responsible for his/her bill (regardless of attending college, living at home, or being covered by parent's insurance). We, therefore, cannot release financial or medical information to a parent/guardian without the patient's written permission. If both parents have insurance, the parent with the first birthday in the year is most often the primary insurance. Please check with your insurance policy to determine which company is the primary before your appointment. In divorce cases, the parent who brings the child in for services is the responsible party.

COLLECTION BALANCES:

All collection balances transferred to an outside collection agency, will be assessed a collection fee. If you have had a previous collection balance or are presently in collection, it will be required that you pay your previous balance prior to being seen again. If you are seen by the doctor, we must verify current insurance coverage. You will be responsible for payment of co-payment, deductible, and any non-covered service prior to appointment.

CANCELLATION POLICY:

Please help us provide better service by keeping your scheduled appointment. Notify us at least 24 hours in advance if you are unable to keep your scheduled appointment. Repeated failure to keep appointments may jeopardize your next visit to our office. There is a \$100 Cancellation/No Show fee for **select office procedures**. Our scheduling department will review this with you when the procedure is scheduled.

MEDICAL RECORDS RELEASE:

Please contact our office if it becomes necessary for you to obtain a copy of your medical records. We have a standard records release form that must be completed and signed by the patient. An administrative fee may be assessed for this process.

I have read the above financial policy. I understand and agree to this financial policy.

Signature of Patient or Responsible Party

Date

Print Name

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