



## **BILLING/PAYMENTS/CO-PAYS/DEDUCTIBLES**

- All deductible costs, copays and outstanding balances are due in full at the time of your visit. It is *your* responsibility to notify us of any changes to insurance coverage including loss of coverage, new cards/numbers, etc.
- You are responsible for the contracted costs you agreed upon when you signed up for your insurance plan.
  - We do our best to help you understand your financial responsibility before or at the time of service, but if you accept service you also accept responsibility for any cost not covered by your insurance plan.
- By our contractual agreement with your insurance plan, it is not legal for us to waive or forgive the patient responsibility part of your payment.
- PORTAL messages initiated by patients are NOT free! Bills for this service are based on the complexity of the portal message request. Your insurance may not cover these costs entirely and there may be a PATIENT financial responsibility. Please understand you will be responsible financially for your part of this service—when you initiate a portal message request/inquiry— based on your insurance plan.

## **PATIENT FORMS (INCLUDING FMLA)**

- Forms such as FMLA, handicap tag, electric company waiver forms, airline oxygen forms, etc, will be completed ONCE per 12-month period free of charge to patients in good standing in our clinic.
  - Any additional changes to these forms will cost \$25.00 per request.
- Any request that requires a letter be written free-form will incur a cost of \$25.00.
- We do not provide letters for emotional support animals.

## **CREDIT CARD FEES**

- **Beginning October 1, 2024** a 3% fee will be added to each credit card transaction for patient payments to cover credit card costs. If you do not wish to pay this fee, you may pay with cash or check.
- There will be a 3% penalty (3% of the check amount) or \$25.00 (whichever is greater) for any checks returned for insufficient funds. The previously-owed balance will be due immediately and shall include the 3%/\$25.00 penalty.