

Patient Financial Policy

Updated 12/12/2017

Your clear understanding of our Patient Financial Policy is important to our professional relationship. Please ask the office staff if you have any questions about our policies, fees, or your responsibilities. Please review this carefully, then complete and sign the attached form.

Insurance

Healthy Strategies Family Doc, PA currently participates with most health insurance plans. It is the patient's responsibility to provide the office with current insurance information. We ask that you bring your current insurance card(s) to every appointment so that we will be able to determine coverage and your financial responsibility. If current insurance information is not available at the time of service, you will be considered self-pay and will be required to pay for services at the time of the visit. If you are unable to pay at the time of service, your appointment will be rescheduled.

Your insurance policy is a contract between you and your insurance company. We will file your insurance claims as a courtesy to you, but will not become involved in disputes between you and your insurance company. We will, however, supply documentation as necessary. **Ultimately, you are responsible for timely payment of your account.**

Copays and Patient Out-of-Pocket

Your copay is due at the time of service.

If you have a high-deductible plan and your deductible is unmet, you will be required to make a payment of \$92 at the time of service.

Once your insurance company processes your claim, any outstanding balance will be sent to you via mail. You may call our billing office at (316) 858-1351 ext. 3 to set up payment arrangements. However, you will be asked for payment at subsequent appointments. Any outstanding balances over 90 days will be considered for further collection activity.

Payment Methods

We accept payment via cash, check, money order, Visa, MasterCard, and Discover. Returned checks will be subject to a \$45.00 fee payable by cash, money order, or credit/debit card.

Patient Financial Policy

Updated 12/12/2017

Appointments & Cancellations

Please arrive five to ten minutes early for your appointment to complete forms and update information. If you are more than five minutes late, you may be asked to reschedule.

Please provide at least 24 hours' notice when cancelling or rescheduling an appointment. Failure to provide proper notice when calling or rescheduling an appointment will result in a \$50.00 fee. Reminder calls are a courtesy we provide, but it is ultimately your responsibility to keep and be on time to scheduled appointments. We do understand that there may be extenuating circumstances or unforeseen events, and can make exceptions in certain cases.

Referrals

Some insurance plans require referrals for patients to see specialists or have tests outside of their Primary Care Provider's office (PCP). The insured/patient is responsible for making sure that referrals are completed by the PCP's office and sent to the outside facility before services are rendered. Without referrals, outside facilities/providers will ask for payment in advance of service.

Lab and Pathology

We use LabCorp and Quest Diagnostics for laboratory testing. We use Kansas Pathology Consultants (KPC) for our pathology services. It is the patient's responsibility to know if your insurance contracts with these facilities. If they do not, please notify the nurse *prior to your visit* so we can send your specimen(s) to the correct facility. Quest Diagnostics and KPC do their own billing, so you will receive separate statements for their services. If you have questions about those bills, please refer to the phone number on *their* statement.

Misc. Forms and Mailings

There is a fee of \$15.00 for any forms completed by Dr. Means outside of an appointment – this includes FMLA paperwork. This does not apply to forms requested by a patient's insurance carrier.

There is a fee of \$1.00 for any copies, forms, or prescriptions that a patient would like mailed to them. To avoid this fee, patients can request to pick these up from the office at any time during office hours. These fees are not billable to your insurance company and will be due upon receipt.

Healthy Strategies Family Doc, P.A.