

## ATTENDANCE AND OFFICE POLICIES

Thank you for choosing me to be a part of your health care team. I am committed to providing you with the best quality acupuncture and Chinese herbal medicine possible! The following are the current office policies of my practice; please review and keep them for your reference.

### PAYMENTS

1. **CO-PAYS: All co-pays, coinsurance and deductible amounts** are due at the time of each visit. This is an insurance company regulation and I must comply with it in order to fulfill my contractual obligations. If you are unable to pay your copayment at the time of service, you must pay it *the same day* (by calling in with a credit card or dropping off your payment) otherwise you could be liable for the out-of-pocket rate for your service.
2. **INSURANCE:** You must present a current/active **insurance card** at your first visit and once each year when the plan year changes. If you have more than one insurance plan, even if one of the plans does not cover acupuncture, I need the information for each of your plans. If your insurance plan changes, it is your responsibility to inform me of those changes. If your insurance lapses or you do not have active coverage, you are responsible for all charges incurred while you are without insurance. Insurance information must be provided to the office in advance of your first appointment to allow time to verify your acupuncture benefits. If I am unable to verify your coverage before your initial visit there will be a deposit of \$100 required. Once insurance has been verified, I will refund any difference to you, or issue a bill for the difference.

If your insurance requires a referral from your physician, it is your responsibility to ensure that it is present on your first visit. Without a required referral, it may be necessary to reschedule your appointment and a missed appointment fee may apply.

3. **PROMPT PAY:** Payment in full is expected at the time of service. If there are extenuating circumstances, please speak to me about payment arrangements **prior** to your appointment.

### WORKERS COMPENSATION AND INJURY CASES

If you are a current patient using insurance and you experience an on-the-job injury or are in an accident, please notify me as soon as possible. Your health insurance *will not* cover treatment for work-related injuries and *might not* cover treatment for an accident. If I treat you for such injuries and file claims with your insurance, these claims will be subject to audit and fee recovery, and you could be liable for the bill.

If you do not notify me at your initial visit that you are seeking treatment for accident or work-related injuries and we bill your insurance, please be aware that any payments made by your insurance company will be subject to fee recovery and that *you will then be liable for the bill*. I do not accept workers comp, injury or accident cases for billing. You are welcome to pay out of pocket and get reimbursed once you have a settlement.

If you wish to use funds from a PIP (Personal Injury Protection) plan, you will pay me at the time of service, and I will give you a detailed receipt so that you can seek reimbursement. I no longer bill PIP plans directly.

## FORMS

If you are a new patient, you must arrive 30 minutes prior to your first appointment time with your completed new patient forms, proper identification, insurance card, a referral if required by your insurance plan, and payment, or it may be necessary to reschedule your appointment. If your insurance requires a referral, you MAY be responsible for payment of a cancellation fee if you do not provide required paperwork at the time of your appointment. All forms can be found on our website: [www.CenterPointHealing.com](http://www.CenterPointHealing.com) (under tab, "Clinic Forms").

Required **IDENTIFICATION** includes

- ❖ Driver's license or photo ID
- ❖ All insurance cards (including Medicare, even though we will not be billing it)

Required **FORMS** include:

- ❖ Patient Consent to Services
- ❖ Patient Registration & Billing Policies
- ❖ Health History

## COPIES OF PATIENT RECORDS

Copies of medical and/or billing records require a \$20 preparation fee and signature of an Authorization for Release of Records form. If records are to be printed, there is also a copy fee of seventy-three cents (\$.73) per page plus applicable postage if records are to be mailed. Medical records requests require 21 business days for processing per Maryland state law.

## TARDY ATTENDANCE

If you arrive 15 or more minutes late for an appointment, you may be required to reschedule for another day and may be responsible for a missed appointment fee.

## CANCELLATIONS

Advance notice of 24 hours or more is required for cancellations without a fee.

Failure to provide 24 hours' notice of cancellation will result in a \$50 fee for follow up appointments and a \$100 fee for new patient appointments which must be paid before receiving additional treatment.

- a) I will waive the fee once per patient. After that, the fee will be charged.
- b) Three (3) late cancellations or "no shows" could result in a discharge from the practice.
- c) Inclement weather – I will do my best to notify you about clinic status via telephone/text, email, my website and Facebook page. You may also contact me directly to inquire about clinic status and open/close times.