

New Office Policies (2020)

To my dear patients, new and existing,

Changes in the insurance coverage and plans and work required to secure payment from the carriers as well as some patients has dramatically changed throughout the years. In order to avoid going out of network for all plans, as many of my colleagues have done, new hurdles have led to the following changes:

1. We will require a credit card number on file with our office. It will not be input in any computer system, but kept in paper form, negating the possibility of identification theft. Once our biller receives the Explanation of Benefits (the billing rate set by your contract with the carrier) indicating the appropriate payment due, we will bill your credit card. Amounts greater than \$100 will be called to you by telephone prior to processing. This is for visits, procedures, and pathology billing.

If you wish not to leave your CC# on file, you can leave a prepaid deposit, and we can reimburse you the remainder balance after the billing is completed by the insurance carrier.

2. Cancellation and No-Show Policy- **\$75 or \$250 charge!!**

We value your time, and hope that you value ours as well. We will call every patient one day prior to office visits, and/or send an email appointment notification at the time the appointment is made to assure that everyone has ample notification and reminders, to put in their personal calendar. Having said that, remembering that you have an appointment is your responsibility, even if your spouse or other family members made the appointment for you :)

To that end, we ask that you please contact our office **at least 24 hours before your appointment, or 48 hours before an endoscopy or colonoscopy** so that we can give another patient the opportunity to come in earlier for their treatment. We have many patients on a “stand by” list for spots to open up, either for continued pain, or other issue, and we want to help everyone, but there is only so much time in a day.

A “No-Show” or “No call” for your appointment will result in a \$75 charge to your credit card for follow up office visits, \$100 for a new patient visit and a \$250 charge to your credit card for procedural (endoscopy and colonoscopy “no-shows”. **Again, 24hours for office visits and 48 hours for endoscopy or colonoscopy appointments.**

All fees must be paid in full prior to the scheduling of future appointments.

Patient name (Last, First)

Patient Signature

Date

I appreciate and am honored to have the opportunity to serve as your physician. I take pride in the work I do for my patients, and put every effort forward to assure the best outcome for each and every one. In my office, some visits run longer than planned, and we try to inform our patients of any delay before their arrival, but I ask that you understand that diagnoses don't often come in a 15 minute visit.