

Dallas Medical Specialists
7777 Forest Lane Suite C-300
Dallas, TX 75230

Thank you for choosing Dallas Medical Specialists for all your medical needs. We look forward to providing you a complete package of medical treatment. We file your charges to your insurance carrier as a benefit to you. It is, however, the patient’s responsibility to know & understand what service is covered under the policy. In order to help keep healthcare costs down, we ask the following payments be made on your account prior to being seen by your doctor. For your convenience we do accept cash, check and most all major credit cards. There is a \$25 return check fee.

INSURED: Your co-pay, in accordance with your insurance plan, is due at check-in. If you have a deductible/co-insurance a \$25 payment is due at check-in. This is just a pre-payment on your account. Once we receive payment from your insurance, you will be billed for any balance owed. Because we are obligated under contract with your insurance company, this balance cannot be adjusted off your account.

UNINSURED: If you are a new patient, \$100 will be due at the time of check in. If you are an established patient \$75 will be due at the time of check-in. Any balance owed is due after your visit with your physician, payable at the front check-in desk. You will receive a 35% uninsured discount on any balance, which is due prior to leaving the clinic. Overpayments resulting in a credit balance will be applied to any outstanding balances on your account.

If you are seeing one of our physicians due to a motor vehicle accident, payment must be made at the time of your appointment. We do not file claims to automobile insurance companies, therefore; it will be your responsibility to provide your bills & receipts from DMS to your insurance company. We will not file claims to Worker’s Compensation.

Common Insurance denials include but are not limited to:

Pre-Existing condition, insurance not in effect at the time of services, coverage by more than 1 plan in which coordination of benefits has not been arranged, policy maximum has been reached, or medical services rendered are not covered by the insurance policy. All unpaid balances remain the patient/guarantor responsibility.

How you can assist in several ways to expedite your claim & reduce denials:

You will be asked when you check in at every visit to provide a picture ID, verify your personal information & make any changes so that your account can be updated. It is your responsibility to inform us of any demographic & insurance changes. If you have 2 insurance carriers please advise us & provide copy of both cards. Student status update provided to insurance on all students 18 yrs & older.

MEDICARE PATIENTS:

If you have switched from traditional Medicare to a Medicare replacement plan, YOU MUST ADVISE US AT THE TIME OF SERVICE along with providing your new card.

No show, cancellation & late patient policy:

If you need to cancel an appointment we ask that you do so within 24hrs of your scheduled appointment time. If there are 3 or more scheduled appointments in which you do not keep without prior cancellation or if there are repeated scheduled appointment in which you arrive 15 minutes late, you could be subject to dismissal from our practice.

You may reach a billing specialist at 972-566-6000 M-F – 8:00am-4:30pm. They are happy to answer any questions or concerns that you may have. If you are unable to reach us, please leave a detailed message including name, DOB and phone number. Calls are returned within 24hrs.

I have read & understand my financial obligations. I understand that this office will file an insurance claim on my behalf based on the information I provide. Both Dallas Medical Specialists and I will receive an EOB (explanation of benefits) from my insurance carrier(s) that will detail any payments, deductions & adjustment per my plan’s guidelines.

I understand that I will be fully responsible for payment of any & all medical services denied by my insurance company as applicable by state and/or federal law.

Patient Signature

Date