

Office Policies 221020

1. Schedule of Fees NOT covered by Insurance:

- **A Failed Appointment** is a “No Show” or a late cancellation is less than 24-hour notice, not including weekends. *Monday appointments must be cancelled on Friday.*
Failed Appointment Fee: \$50-100*. The fee for a regular failed appointment is \$50 and \$100 for a 30 to 60 minutes extended. Appointments over 60 minutes, such as keloid injections and surgical appointments may incur additional fees. Insurance will not pay for failed appointment fees. Patients will not be charged for the first “late cancellation” appointment but will be charged for subsequent late cancellations and for “no shows”. In addition, patients with many failed appointments will also need to pay a deposit on future appointments before booking.
Consultations & Cosmetic Patients with 30-minute appointments or longer need to pay a \$100 deposit when the appointment is booked. The fee will be applied toward the appointment but will be retained for a failed appointment. To cancel appointments, use the “OnPatient Portal” or call (949)248-1632. Write down the name of the receptionist you speak to. You may leave a detailed message on extension 1203. By signing this form, you agree to pay the failed appointment fee. If paid via credit card, you will not dispute the charges.
- **Medical Records Copy Fee:** Typically, fees are \$0.25 per page, plus clerical fees, and postage, if any. Fees can be minimized by limiting the records requested to pertinent information, such as Pathology Reports. There is a Flat Fee of \$6.50 for Electronic Copies of Medical Records Maintained Electronically. Records will be provided within 15 days once the fee has been paid.
- **Dictated Letters & Forms:** Fees are \$35-\$75, depending on required time and effort for letters for insurance companies and/or employers. Medical legal letters will be charged on a case-by-case basis.
- **Returned Check Fee:** The Fee is \$50 for returned checks.
- **Cosmetic Services and Non-Covered benign skin conditions:** Get a quote from your provider before treatment.
- **Bad Debt:** Outstanding medical bills not paid within 4 months will accrue interest at 5%.

2. Co-Payments are required at the time of the visit: We accept cash, credit cards and checks.

There is a \$10 processing fee for billing co-pays that are not paid at the time of the appointment. Parents can avoid this fee by keeping a credit card on file.

- ### 3. Insurance Billing: If you do not have your insurance card available and we do not have it on file, you will be required to pay for the services rendered that day. **We ARE NOT contracted to accept Blue Cross PPO coverage purchased through Covered California exchange or any HMO insurance or Medi-Cal or Medi-caid.** When receiving services that are “covered by insurance”, it is likely you will be responsible for a portion of the bill, depending upon your specific co-insurance and co-pay. Your medical information will be provided to your insurance carrier. After your insurance has paid their portion, you will receive a bill which includes any unmet deductible and your co-insurance owed. It is your responsibility to determine if your insurance is valid at our office, to know your benefits and how they will apply to your treatment. You are personally responsible for all charges incurred. Patients without insurance and patients with a high deductible are asked to keep a credit card on file.
- ### 4. Outside Laboratories, such as Quest or Laguna Pathology Medical Group will bill you separately for their services. We will provide your insurance information, if any, and your billing address to the laboratory.
- ### 5. Electronic Communications: If you would like to correspond by email or text with our office, please understand that personal email communication and text are not secure, making your private health record at risk for receipt by unauthorized individuals. Communicating with our office by text or email implies you are willing to accept that risk and will not hold HK Dermatology responsible should an incident occur.
- ### 6. Telehealth Appointments: Co-Pay must be paid in advance for planned Telehealth Appointments. Unplanned communications with your provider electronically or by telephone may be billed as a telehealth appointment.
- ### 7. Credit Card on File: If you provide a credit card for us to keep on file, you authorize us to run the card for the fees outlined in these office policies, in addition to outstanding co-insurance owed more than 60 days.

By signing this document, you acknowledge and agree to the above office policies.