

Financial Policy Statement

Financial Agreement between Guarantor and Rockville Gynecology

Our physicians are participating providers with a large number of health insurance plans. We recommend that you verify our participation with your particular plan, as financial responsibility ultimately falls to the Guarantor of each account (the Guarantor is the person who is responsible for the patient's bills). In return for services provided by Rockville Gynecology, we expect payment or satisfactory financial arrangements, at the time the service is rendered. **A valid credit card is required to be on file at all times.**

Please initial here: _____

Your insurance policy is a contract between you and your insurance carrier. Thus, you need to understand the details of your plan and of payment for services provided at Rockville Gynecology. Please know any co-payment amount and be prepared to make payment at the time of service.

Financial Responsibility

The Guarantor for the account is responsible for all co-payment, co-insurance and deductible amounts.

Payment will be collected at the time of service for any known account balance in addition to any co-payment amount. Acceptable forms of payment include personal checks, cash, or credit card. Return checks are subject to a fee of \$35: The account will be debited for this amount on top of the original amount of the transaction. After one returned check, we will no longer accept personal checks on your account.

Copayments, Deductibles and Coinsurance

Copayments, deductibles and coinsurance amounts are contractual arrangements between a Guarantor their insurance plan, and between Rockville Gynecology and our insurance plans. As these are contractual arrangements, Rockville Gynecology cannot waive copayments, coinsurance or deductibles for any patient. Copays are due at the time of service and will not be billed to you. In the event you have a coinsurance, we will collect a dollar per percent as a deposit towards that coinsurance. If this deposit does not cover the full amount of your coinsurance, you will be billed for the remainder. If you have a deductible, then a deductible deposit of \$80 will be due at the time of service, for each visit.

Our office will make every attempt to verify your insurance benefits and remaining deductible amounts due on your policy. Occasionally your insurance plan may not provide us with the most up-to-date deductible information. However, we must collect any deductible deposit, copay, or coinsurance due based on the current information that has been provided to our office.

Proof of Insurance

Patients should alert front desk staff of any insurance changes prior to being seen. Adequate proof of insurance is required at all visits; be prepared to show a current insurance card. If adequate proof of insurance is not established prior to the appointment, you will be financially responsible for the entire visit at the time services are rendered. Should you wish to submit to insurance on your own, Rockville Gynecology will provide adequate documentation to aid in that process.

Late Cancellation/ Missed Appointments

Appointments that are cancelled less than 24 hours in advance or patients that do not come to their appointment are subject to a \$50 fee. Patients who have an excessive amount of late/ missed, appointments of will be subject to discharge from the practice. Surgery cancellation within seven business days of scheduled surgery date will result in a \$200.00 fee charged to your account. If you are more than 15 minutes late to an appointment, your appointment may have to be rescheduled.

On Call physician

Contacting the on-call physician for non-emergency matters after business hours will result in a \$75.00 fee charged to your account.

Please initial here: _____

Prescriptions

There is a \$20 charge for sending in all new prescriptions requested over the phone or through the patient portal that are not taken on a regular basis. There is no charge for refilling current medications such as birth control pills, however, all patients will need to be seen annually in order renew prescriptions. Please be aware that we do not accept refill requests from your pharmacy. To obtain a refill, you must log into your patient portal and submit a request via the message center. Prescriptions are sent electronically to your pharmacy; please provide the name and address of the pharmacy you would like prescriptions sent to.

Pharmacy Name: _____

Address: _____

Forms or letters

There is a \$25.00 administrative fee for all requested forms and letters

Billing Cycle

Statements are uploaded to the patient portal to alert you of your balance start within 7 days of receiving claims back from your insurance company, all patients are required to keep an active credit card on file for patient balances.

Patients are responsible for reviewing their statement and notifying our billing department within 7 days of that statement if they have any inquiries or disputes. Your credit card will be charged for the full statement balance 14 days after your statement has been generated.

Please initial here: _____

Credit Card on File Authorization & FAQ's

Unpaid Balances

Declined credit cards that are not updated within 24 hours are subject to a \$25 declined credit card fee. Balances that go unpaid for 2 months will be subject to a \$25 late fee (on top of your declined credit card fee). After 90 days, any account with an outstanding balance will be assessed a collections fee of \$9.50 and will be turned over to an outside collection agency. Should your account be sent to collections; no future appointments will be scheduled until your account balance is paid in full. Your account needs to be paid in full prior to the office sending in any new or refilled prescriptions.

Payment Plans

In the event of financial hardship or other extenuating circumstance, a payment plan can be arranged to keep the account current. Payment plans are individualized and may be set up over the phone with our Billing Manager Kathy Jones who can be reached at 301-330-7002. Payment plans must provide for the payment in full of any unpaid balance. A valid credit card number is required to establish a payment plan: Payment plan payments cannot be made by cash or check. Failure to make a payment as agreed will void your payment plan and your balance will be due in full.

Questions and Concerns

Please discuss all insurance problems and financial agreements with the billing manager. The billing office is available by phone during regular business hours, to discuss charges, insurance questions, the status of your account, and payment options. We manage all patient billing in our office, so please allow all calls and/or emails up to 3 business days to be returned. Inquiries regarding an upcoming credit card on file will be given priority and will be returned within 24 hours.

For your convenience, you may log into your patient portal and send the billing department a portal message with your concerns.

By signing below, I acknowledge that I have read the above stated policies to the best of my ability. These policies will remain in effect regardless of the patient's failure to sign.

Print Name

Signature

Date