



## **OFFICE POLICIES AND FINANCIAL AGREEMENT**

### **OFFICE HOURS & APPOINTMENTS:**

1. Family Wellness Acupuncture is open Monday through Friday 9:00AM – 6:00PM and Saturday 10:00AM through 2:00PM, by appointment only.
2. If you are more than 15 minutes late for an appointment, your appointment time will be shortened accordingly with no reduction in treatment fees. This is a courtesy to other patients.
3. Please call 24 hours in advance to cancel or change an appointment or you will be charged a fee. Insurance will not cover missed appointments, therefore patients who are billing their insurance are also required to give 24 hours' notice or pay the cash cost for missed treatments.

### **INSURANCE:**

If your insurance policy is qualified and proven to cover our care, we will agree to bill your insurance company directly. This is with the understanding that your insurance policy is a contract between you and your insurance company. We cannot guarantee payment of your claims. If your insurance company pays only a portion of your bill or rejects your claim, you are still financially responsible for the outstanding balance of the claim.

### **PAYMENT POLICIES:**

1. Payment is due at time of service
2. Cash rates are as follows: Initial visit is \$125 and Follow-Up visits are \$85
3. We will bill to your insurance company directly when applicable
  - a. If your insurance policy doesn't pay in full, we'll send you a bill for the balance owed
  - b. If your insurance does not allow us to bill them directly, payment is expected at time of service. We will provide you with a super bill to submit to your insurance company.
4. Our time together is important. Unless there is an emergency, please cancel your appointment 24 hours in advance, or you will be charged the full amount of the missed appointment.
5. Payment balances that have matured 30 days past the invoice date will be considered late and subject to additional late charges outlined as follows:
  - a. 10% of the total amount, if more than 30 days overdue
  - b. 15% of the total amount, if more than 60 days overdue
  - c. 25% of the total amount, if more than 90 days overdue
  - d. Payments 90 days overdue will be turned over to collections and you will be responsible for the full amount owed including any late charges and collection fees assessed for non-payment.
6. If paying by check and the check is returned an invoice for the outstanding balance will be sent to you for prompt payment.
7. Payment is expected at time of service for all items and services not covered by insurance.

### **INJURY:**

1. In the unfortunate event of an automobile accident or personal injury, it is our office policy that your payment of fees will be handled at time of service.
2. Family Wellness Acupuncture accepts Worker's Compensation claims by doctor referral only.



**ACCEPTANCE**

The best care can only be provided on the basis of mutual understanding. We, therefore, encourage you to discuss any financial questions or problems that you have at this time. Thank you.

I understand and agree with this policy.

Signed: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_