

## Wiener & Daniels, DPM, PA Office and Financial Policies

Our financial and office policies as of January 1, 2009 for all patients, and without exception, are as follows:

In order to maintain the comfort of all our patients and Staff, all personal cell phones *MUST* remain off in this office's waiting room and patient rooms at all times. If you need to use your cell phone, you must go outside of the office to do so.

In order to maintain the comfort of all of our patients and Staff, and the health regulations required in a physician's practice, there will be no food or drinks allowed in the office at any time. Patients who do not comply with this rule will be asked to leave the office.

Our office accepts payments with the following:

Cash, Check, Visa, MasterCard, Discover, American Express, and money orders. We also accept credit card payments over the phone, with no additional fee.

We require 24 hours notice for cancelled appointments. This is not only common courtesy to our office, but to other patients that may need to be seen. We understand when special circumstances might keep you from your appointment, but if you fail to notify us within a reasonable amount of time after your appointment has been confirmed, *there is a \$25.00 missed appointment fee*. If you are scheduled for a procedure, such as an in-office surgery, *there is a \$50.00 missed appointment fee*. We make every effort to contact you in advance, but please update our office with your address and phone numbers when changes have been made.

We will apply a \$30.00 Returned Check Fee to all checks returned to us by your bank, in addition to any charges your bank may charge us.

Co-payments are due at the time of service. *There will be a \$5.00 processing fee applied to co-payments when not available at the time of service, unless arrangements are made in advance.*

Referrals are each patient's responsibility, for both primary and secondary insurances. **Patients will NOT be seen without a valid referral, without exception.** Ask our staff about the validity of your referrals each time you call, or come in for a visit, and call your Primary Care Physician for updated referrals on a regular basis.

A 50% deposit is required when Durable Medical Equipment (DME) such as shoes and orthotics is ordered on your behalf, if we have been notified that your insurance company may not provide benefits for these services.

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Questions on balances: If there is a dispute, it should be directed to your insurance company first. Sometimes errors do occur, and we will reprocess claims for you if required. Any deductibles and co-payments deemed by the insurance company as your responsibility will be balance billed to you. We will set up a payment plan with you, and understand that each individual patient has circumstances that keep them from paying their entire balance all at once.

Accounts with balances are due upon receipt of statement, and/or at the time of service, unless other arrangements are made in advance. You will only receive three statements from our office. Any patient balance that is over 120 days past due will be forwarded to our collection agency. ***There will be a 25% fee applied in addition to your current balance.*** We will set up a payment plan for those patients not able to pay their entire balance.

A copy of your current insurance card(s) will be made at the time of your visit, along with a current copy of your driver's license. Patients with expired insurance cards will be asked to reschedule their appointment. This information is required in order to file your claim. If this information is not provided at the time of service, you will be responsible for paying for all charges for services rendered, or you will be asked to reschedule your appointment when you can provide the proper information required to submit your claim.

We want to assure you that we take the responsibility to safeguard any and all of our patients' medical and personal information very seriously. Therefore, we have established certain policies and procedures to ensure that your personal information will never be shared with anyone outside of this office without your written consent.