

General Office and Billing Information

Please read carefully our billing office information. Should you have any questions, please do not hesitate to contact our billing manager (her link is listed within our web site).

- At every visit, we expect patients to supply us with:
 1. Current addresses
 2. Current phone numbers
 3. Emergency contact information
 4. Accurate insurance information

If this information is not active and current, it could result in extra out of pocket expenses for the patient or guarantor.

- We file the initial claim to insurance carriers one time as a courtesy to our patients. There are times when errors do occur but we endeavor to be preventative and set policies into motion such that problem situations may be avoided.
- Any outstanding balances and current co-payments are collected at every office visit. We reserve the right to charge an additional \$10 billing fee if we have to bill the patient for a dedicated co-payment. We ask that you do bring your co-payment with you to your visit. Our office accepts Visa, MasterCard, Checks, and Cash. If the patient or guarantor has a history with our office regarding *bounced checks*, payment by check will not be accepted.

It is important that every patient / guarantor knows and understands his/her insurance policies and has a firm grasp on what is covered and not covered before they come in for office visits. It is impossible for us to know every policy since each one is individual in some way.