

Balcones Woods Family Medicine Financial Policy

Thank you for choosing Balcones Woods Family Medicine for your medical home. We are committed to providing the best healthcare possible. The following explains our Financial Policy which we ask you to read carefully, initial where indicated and sign below.

- All patients should provide accurate and complete personal and insurance information prior to being seen, including social security numbers and a copy of driver's license or ID.
- We accept cash and checks, as well as MasterCard, Visa, and Discover.

INITIAL Copays, co-insurance, and deductibles, as well as payment for any supplies, are due at time of service upon checkout.

INITIAL We are considered in-network with most PPOs; however, it is your responsibility to ensure that we are on your particular plan.

INITIAL If we do not participate with your insurance plan, or if you are self pay, you will be required to pay in-full at time of service. We do offer substantial discounts for payment in-full at checkout. Please note that if you are unable to pay in-full at time of service, you will not be eligible to receive our discounts.

INITIAL In-office surgeries (such as biopsies, wart freezings, ear washes, etc) are sometimes applied toward your deductible. Tests ordered by our office that you would have performed offsite (including x-rays, some labwork, CT scans, MRIs, ultrasounds, etc), are also typically applied to your deductible. Every patient's insurance plan is different, thus we do not know your benefits for certain services. Please contact your insurance for detailed information BEFORE having a test performed if you have questions. Our billing department is also happy to help you.

INITIAL If your child comes unaccompanied to office visits, please make sure that they will be able to pay any fees associated with their visit. WE DO NOT BILL. For your convenience, we can keep a copy of your credit card in our billing office's safe if you so choose. Please make sure to fill out our Minor Consent Form as well for your child.

INITIAL We offer many services to our patients and hope that we can meet most of your healthcare needs. We do charge nominal fees for nurse phone consults (\$10), doctor after-hours phone calls (\$15-\$25), prior authorizations for medications (\$10), and paperwork fees (\$10-\$25) not associated with a visit. We also charge \$25 for missed appointments or cancellations with less than 24 hours. These fees are not covered by insurance and are your responsibility. Effective January 2011, if you need scripts for over-the-counter medications or supplements for **flex account reimbursement** (due to new law which requires this documentation), there will be a \$10 fee if requested outside of an office visit.

INITIAL Returned checks will be subject to a \$30 fee. If we receive a returned check we will no longer be able to accept checks from you in the future; cash and credit card will be the only methods of payment accepted.

INITIAL Account balances must be paid in-full once a billing statement is received. If you are having financial difficulties, please speak to our billing office to make arrangements as we are able to arrange payment plans based on each individual patient's needs. Overdue accounts not paid in a timely manner will be referred to a collections agency and patient will be discharged from the practice.

Questions, concerns and complaints are handled by our Billing Staff – please contact them at (512) 231-1901.

I have read the above Financial Policy and I understand and agree to the terms therein.

Print Name

Signature

Date