

The Urology Clinic FINANCIAL POLICY

POLICY: It is the policy of The Urology Clinic to have a Financial Policy that clearly outlines patient and practice financial responsibilities. We are committed to providing our patients with the best possible medical care and minimizing administrative costs. This Financial Policy has been established with these objectives in mind, and to avoid misunderstanding or disagreement concerning payment for professional services.

A consistent collection policy will be maintained in the collection of accounts in order to maximize money due to the clinics for services rendered.

PROCEDURES:

1. The Urology Clinic participates with numerous insurance companies and managed health care programs. For the patients that are members of these plans, our business office will submit a claim for services rendered. The patient must complete all necessary insurance information, including special forms, before leaving the office.
2. It is the patient's responsibility to pay any deductible, co-insurance, or any portion of the charges as specified by the plan at the time of the visit. Co-payment is expected to be paid **prior** to the patient seeing the physician or practitioner. Any medical services not covered by an individual's insurance plan are the patient's responsibility and payment in full is due at the time of visit.
3. Payment for professional services can be made with cash, check, MasterCard, Visa and Discover.
4. If a patient feels that he or she may require financial assistance, notify the practice receptionist **before** you see the physician, for referral to the appropriate person. Patients who do not have insurance are expected to pay for professional services at the time of service unless prior arrangements have been made with us.
5. It is the patient's responsibility to ensure that any required pre-certifications or referrals for treatment are provided to the practice before the visit. Visits may be rescheduled, or the patient may be financially responsible due to lack of referral or pre-certification.
6. It is the patient's responsibility to provide us with current demographic/insurance information and to bring their insurance card to **each visit**.
7. The Urology Clinic business office representatives will assist with insurance questions relating to how a claim is filed, or regarding any additional information the carrier might need to process the claim. Specific coverage issues, however, can only be addressed by the insurance company's member services department (telephone number on your member id card).

The Urology Clinic firmly believes that a good physician/patient relationship is based upon understanding and good communications. Questions about financial arrangements should be directed to the business office. We are here to help you.

Please sign that you have read and agree to this Financial Policy.

Signature of Patient/Responsible Party

Date

Print Patient Name