



## **PATIENT FINANCIAL POLICY**

In an attempt to better communicate with our patients we are providing you with our standard financial policy.

### **During your office visit:**

- **Co-pays are not billable and are due upon check in** as outlined in the provisions of your insurance policy
- **Co%-your co-portion, less insurance portion, is due upon check out as services have been rendered**
- **Account balances are required upon check in/check out.** In the event this is not possible, you may leave an ATM debit or Credit card on file to charge monthly as outlined under the terms below
- **For out of network plans or high deductibles** you may be asked for a deposit towards treatment or to pay the insurance allowable rate at the time of service

### **Private Pay patients:**

- Initial visit: standard request is \$450 deposit towards treatment unless otherwise noted. If charges are less, you will be charged less.
- Payment is due at the time of service
- A courtesy discount for time of service payment is considered and determined by the physician after evaluating your treatment plan

### **Surgery/Treatment Estimates:**

- Should your physician recommend surgery or any large treatment plan you will be provided with an estimate prior to these services being rendered.
- Estimates are due in full as a good faith deposit towards the treatment recommended. For surgery, this is collected during your pre-surgery visit. For "non-surgical" treatment, this is requested before or on the day treatment begins.
- If there is a remaining balance after the deposit is applied to the specific service your account will default to the terms as listed below with an ATM debit or credit card contract on file.
- The estimate is based on your eligibility and benefit coverage as offered in your insurance policy (Note: This is not a guarantee of payment by your health insurance. Final determination is made when the billing claim is actually received and processed by them) If denied, you will be responsible for payment in full under the payment terms as listed below

## CHICO ORTHOPAEDICS PATIENT FINANCIAL'S POLICY CONTINUED

### Payment Terms after Insurance Responds:

- Payment Terms are Net 30-90 days depending on the size of the balance  
Typically the balances vs. terms are as follows:
- \$75 or less due within 30 days of first statement
- \$76 to \$200 due within 60 days of first statement
- \$201-\$400 due within 90 days of first statement
- Over \$400 are due within 120 days of first statement
- **All payment plans are secured with either an ATM Debit card or major Credit Card which will be charged the monthly amount as outlined above**

**Note:** These terms and conditions will automatically be applied once a balance due reflects on your account unless otherwise previously arranged. *Note: you may not receive more than 3 statements.*

### Special Circumstances:

- For larger balances that can not be paid off within a 90 day payment plan or when an unexpected financial hardship occurs (loss of job, illness, etc), individual plan agreements can be requested. These requests will be directed to our practice manager and handled on a case by case basis
- We do ask that the new agreement be requested within the first 30 days of the receiving the first statement whenever possible. If you do not call or come in to make this arrangement within this time period your account will default to the Net 30-90 day terms as noted above
- **All payment plans are secured with either an ATM Debit card or major Credit Card which will be charged the monthly amount as arranged**

### Credit Bureau:

- In the event your account is neglected this could result in filing your account with our National Credit Bureau Agency
- Any filing fees we are charged by the credit agency will be added to your outstanding balance
- Interest charges could also be applied of 18% or annual percentage rate or a minimum charge of .50 cents

### Communication:

- If at any time you are unable to make your scheduled payment it is important that you communicate with our office. This keeps us informed and shows your good faith to resolve your account as soon as possible.

The physicians and staff at Chico Orthopaedics value the power of communication. If at any time you have a question regarding our standard financial policy or any other issue as it pertains to your treatment we encourage you to let us know.

Thank you.