

FINANCIAL POLICY

Our priority is providing you with quality healthcare. The ability to do this requires our office to be financially viable and therefore, we must have policies regarding patient accounts.

- Co-pays are to be paid when you check-in, in accordance with your health insurance policy requiring collection at the time of your visit. **We accept cash, personal checks, VISA, Mastercard, Discover, American Express and debit cards.** FPG reserves the right to **charge a statement fee of \$15.00** for non-payment of copay at time of service.
- If you do not provide a valid health insurance card, payment is expected in full at the time of your visit. For certain non-urgent services, payment arrangements will be made in advance.
- We will ask for your outstanding balance upon check-in for your visit unless a payment arrangement has previously been made. If you are unaware that you have an outstanding balance, it may be because we do not mail billing statements if your account balance is less than \$5.00. Our office staff would be happy to provide you an itemized statement at your request.
- Your balance is due in full upon receipt of your monthly statement. This may include services billed to your insurance company that remain unpaid after repeated attempts by our billing staff to resolve the disputed claim. You are responsible for working with your health insurance company to see that claims are paid.
- Forms Completion – Due to the number and size of disability and FMLA forms requested to be completed by our physicians, we charge a **forms completion fee of \$5.00 for each page with a maximum of \$15.00 per form.** The fee must be paid before a disability or FMLA form will be completed. Physical forms will be completed at no charge as long as the form is completed during the exam.
- Returned Checks – For each check returned for non-sufficient funds (NSF), **our fee is \$30.00.** If we receive an NSF check, we will not accept another personal check from you until the NSF fees and amount of the check are paid. If we receive two (2) returned checks on an account, we will no longer accept personal checks on that account.
- Missed Appointments – Your doctor has reserved time in their schedule just for you, their patient. The staff has taken time to prepare for your visit. Please be considerate of the doctor, staff, and other patients waiting for an appointment by keeping your appointment. If you are unable to do so, please notify the office 24 hours in advance. **Patients who do not call the office and miss their appointment may be charged \$50.00 for that appointment.** After three missed appointments, the patient will regretfully be asked to find a new physician.
- If you are having difficulty paying your account balance in full upon receipt of your statement, please call our Central Billing Office (419) 557-5530 to make acceptable payment arrangements. If you are experiencing financial hardship, you may qualify for reduced service fees. Failure to make your payment in full or as arranged may result in your account being turned over to a collection agency. Any collection fees incurred will be added to your account balance. If your account is sent to collection, it may appear on your credit report. If you have any questions and/or feel you are not receiving the service you should, please contact our Corporate Office right away at (419) 557-5530.

Thank you for having read and signed that you understand this policy.

Patient or Responsible Party Signature

Date