

## Office Policy

Welcome! We look forward to seeing you for your appointment. Your clear understanding of our office policy is important.

### **Your First Visit**

Please bring your insurance card on your first visit so that it may be copied for your file. It is a good idea to bring your card to every appointment. If your insurance ever changes, it is especially important to let us know and bring your new card. Please arrive 15 minutes before your appointment so that all paperwork can be completed.

### **Contracted HMO and PPO Plans**

If our physicians are covered providers in your PPO or HMO plan, any co-pay or deductible is due at the time of service. The balance of your bill will be billed to your insurance. If your HMO requires a referral form from your primary physician, it is your responsibility to have this by the day of your visit. If an appropriate referral is not provided, we cannot bill your insurance and you will be fully responsible for the bill at the time of service.

### **Non-contracted Insurance and Self-Pay Patients**

If our physicians are not contracted with your insurance plan or you do not have health insurance, full payment is due at the time of service. We will provide you with a receipt which you may use to file the insurance claim yourself.

### **Medicare**

Our physicians are Medicare Providers and we do accept assignment on covered services. All Medicare patients are responsible for their 20% co-insurance and annual deductible and these are due at the time of service.

### **Non-Covered Services**

Cosmetic procedures and other medically unnecessary services will not be billed to your insurance and are the patient's responsibility for payment in full at time of service.

### **Minor Patients**

All minor patients (less than 18 years of age) must be accompanied by their parent or legal guardian on their first visit. If under the age of 16, the patient may only be seen with a parent, legal guardian, or grandparent present. Surgical procedures as well as any accutane related visit must have a legal guardian present if the patient is under the age of 18.

### **Payment**

Payments may be made by cash, check, Visa, Mastercard, or Discover.

### **Missed Appointments**

If you are unable to keep your appointment please notify our office at least 24 hours in advance. Failure to provide 24 hours' notice will result in a no-show charge. The no-show fee is \$50 for a regular medical visit and 50% of the anticipated cost of scheduled surgical procedures. Cosmetic services require a 48-hour notice of cancellation. No-show charges are not billable to your insurance.

### **Children**

Please do not leave children under the age of twelve (12) unattended in the waiting room.