

POLICIES and PROCEDURES for PATIENT ACCOUNTS

ALL PATIENTS* - All patients with outstanding patient responsibility balances should contact our office to set up a payment plan. Beginning January 2007, all accounts will adhere to our 30/60/90/120 day grace period. Any account that is past due 120 days or more from the date turned over to patient responsibility, and the patient has not contacted our office to make a payment or to reconcile their account, **will** be sent to collections.

CO-PAYS - Each patient **MUST** pay their co-pay (if directed under their contract with their insurance carrier) at the time of service. This is required for both medical office visits and prescription medications. You will be asked to pay your co-pay prior to being seen.

INSURANCE - At any time we may request patients to contact their insurance companies to verify and/or correct any information deemed incorrect by the insurance carrier. Also, your insurance carrier may request "PROOF of CREDITABLE COVERAGE" from a previous insurance company. It is imperative that you forward that information as quickly as possible. If action is not taken by you to correct any problems, all charges will be turned over to patient responsibility after 60 days. Please notify our office immediately if there has been a change to your existing insurance or if you have new insurance information.

PRIVATE-PAY PATIENTS - Each private-pay patient will be required to pay for their office visit and medications at the time of their visit. You may elect to have labs drawn at the office and pay for them at the time of visit or you may elect to go to a Quest Labs drawing stations. If you go to a drawing station you will be required to pay a minimum of 20% of the total bill. The office visit charge will be dictated by the physician seen on that particular date of service and is dependent upon the level/complexity of care that you receive. The Pride Medical lab fee schedule for private-pay patients is available at the front desk.

PHARMACY - All prescriptions or prescription refills must be called in to a nurse (404-355-3788 x309) or to the Pride Medical Pharmacy (404-355-3788 x311) by 3:00pm for same day service. All prescriptions called in after 3:00pm will be processed within 24 hours of receipt. All patients who request prescriptions to be shipped will be charged for all shipping fees.

SCHOOL SERVICES - All services that are required for certification to return to school must be paid for in full by the patient before being seen. Please see the section under Private-Pay Patients for information regarding lab fees. Please contact the office for a list of lab tests that are included.

NO SHOWS/LATE CANCELLATIONS - **All patients must give 24 hours notice for cancellations.** Same day cancellations and patients that "no show" for an appointment may be charged a \$25 cancellation fee. Patients who consistently cancel or "no show" may be dismissed by the practice. *(The cancellation fee cannot be submitted to insurance and must be paid prior the patient's next visit.)*

Patient Signature: _____

Date: _____

*Pride Medical's philosophy is: "THE PATIENT PAYS LAST." If you are receiving a bill or have a balance, we have exhausted ALL attempts to collect from your insurance company. The remaining amount is the patient's responsibility as defined by your contract with your insurance company.
(Policy Effective Date: 12/1/2007 Revised: 11/17/2008)