SOUTH LAKE OB/GYN & ADVANCED SURGERY

OFFICE FINANCIAL POLICY

It is the policy of South Lake OB/GYN to file insurance as a courtesy to our patients; however, deductibles, co-payments and co-insurance are expected to be paid at the time of service. We do not accept responsibility for communications of collections from your insurance company. If we do not receive payment from your insurance company within 60 days of date of service, the responsibility for that payment will transfer to the patient and payment in full will be expected at that time.

1) We will collect your co-payment and uncovered services prior to seeing the doctor.
2) There is a $40.00 charge on all returned checks and a $25.00 charge for scheduled appointments cancelled without a 24 hour notice or a no show appointment. Payments can be made by cash, credit card or money order.
3) Please be thorough with your insurance information if you expect us to file for you. Bring your insurance card with you and any authorizations you may have. You will be responsible for any unpaid balance due to lack of information.
4) As a courtesy, we will submit your claim to your insurance company. It is your responsibility to make sure that we receive prompt payment from them. It is useful to maintain frequent contact with your insurance carrier to make sure they are paying, as expected.
5) After your claim has been submitted your insurance company will send you and Explanation of Benefits (EOB) that explains what they have paid or not paid to our office. This is a record that you must keep on file. If you do not agree with their payment policy, please contact the insurance company directly.
6) If your insurance denies payment on your account, you will be asked to pay by cash, check or credit card. Remember, you and/or your employer pay the monthly insurance premiums. Your insurance company is accountable to you, and should respond quickly to your complaint. Do not hesitate to contact them if you disagree with their payment or to find out the status of your claims.
7) TO ALL MEDICARE PATIENTS: At this time, we will continue to participate as Medicare providers. We will bill Medicare as well as most secondary insurance for you, but if payment is not received from your secondary insurance within a 60 day time period, you will be notified and must pay our office the balance due. You then should contact your secondary insurance company and request the balance owed to be mailed directly to you.
8) SELF-PAY PATIENT'S: Payment for services rendered is expected at time of service, unless other arrangements have been made with our Office Manager or Billing Specialist prior to appointment date and time.
9) Laboratory test and associated charges done by outside laboratories are not affiliated with, nor the responsibility of this office. By having the test preformed you become the responsible party for these charges**. If you have a question you should contact the laboratories directly, not our office. We do not have information regarding outside laboratory charges.**

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Patients Signature: