

Castle Country Family Medicine

Financial Policy

Patient Information

Welcome

The providers and staff of Castle Country Family Medicine welcome you to our clinic. Your health and well-being are our primary concern. We hope the information provided answers your questions about our services, policies, and procedures.

General Information

The clinic is open to serve you, answer your questions, or schedule an appointment during the following hours:

8:00 a.m. – 7:30 p.m. Monday thru Wednesday

8:00 a.m. – 5:00 p.m. Thursday and Friday

Lunch break from 12:00 to 1:00 p.m. Tuesday and Thursday

Lunch break from 12:00 to 2:00 p.m. Wednesday

Dinner break from 5:00 to 6:00 p.m. Monday, Tuesday and Wednesday

Appointments

We will do our best to keep our appointment schedule. However, please understand that not all patients require the same amount of time with the doctor and that emergencies do occur, so some delays are unavoidable. We will do our best to keep you informed of delays. Your patience in these situations will be greatly appreciated.

Registration

On your first visit to Castle Country Family Medicine, you will be asked for basic information including a picture ID to establish your medical record and business account. **Please bring your current insurance card(s) to each appointment** and notify our office of any changes in name, address, phone number, or insurance as soon as any change occurs.

Canceling Appointments

If you have an appointment and are unable to keep it, please let us know by the close of business the day before the appointment so that we may use this time for other patients. If you fail to keep the appointment without canceling the appointment you will be charged a no show fee. The no show fee for an established patient is 50.00 and for a new patient the fee is 75.00. If an appointment is made on the same day as the appointment it may not be cancelled. The no show or cancellation fee must be paid before scheduling another appointment.

Payment

Charges are payable at the time treatment or service is given. Regardless of your medical insurance coverage, our office relies on you to settle your account. For your convenience, we offer the following payment options:

1. If you have insurance we require that you pay your estimated portion at the time of service. We will bill you or refund you for any balance due after the charges are processed according to the insurance contract. There will be an additional 20.00 service fee for nonpayment at the time of the service.
2. If you have a primary and secondary insurance we will bill both of the insurance companies and bill you if there is any remaining balance. We will only bill two insurance companies. If you have additional insurance it is your responsibility to bill them.
3. If you do not have insurance, we require that you pay for the visit at the time of service. We accept cash, checks, MasterCard and Visa.

If other arrangements are needed, please talk to our billing office prior to receiving service.

Financial Agreement

We cannot and do not guarantee our services will be paid by your insurance company. If the insurance company denies payment you are responsible to pay us directly for all services provided. You are responsible to pay all charges and fees incurred as shown by our statement unless payment arrangements are agreed upon in writing. Charges shown by our statements are deemed to be correct and reasonable unless protested in writing within thirty days of the billing date. If this account becomes delinquent you will be responsible to pay all court costs, attorney's fees and collection agency commissions incurred in collecting this account, and understand that collection agency commissions might be as much as 50% of the principal balance owing. Insurance regulations require that you pay your co-pay or co-insurance at the time of service. I understand that in order to receive a bill for your co-pay or co-insurance, you will be charged a billing fee of 20.00.

Fees

Our charges for services are based on the severity and complexity of your injury, illness or service need as required under Federal guidelines. We will be pleased to discuss our fees with you. Please don't hesitate to inquire about the charges for our services.

Insurance

Our business office will submit primary and secondary insurance claims for you-subject to your having given us current insurance information prior to the service being provided. Policy coverage varies from one insurance plan to another, as do the "usual, customary and reasonable" fees that various insurance plans have established. Our fees are accepted by most plans, but occasionally one of our patients is notified that the amount for our service exceeds "UCR FEES". Our contractual arrangement is with you, our patient, not your insurance company. Should there be a dispute related to the service provided or the charge for that service, please settle that dispute with your insurance carrier. Our office is not involved in the settlement of such disputes. The final responsibility for the services provided to you is yours. Insurance cards must be received in our office within 30 days of the date of service. We will not accept an insurance card after that time.

Workers Compensation

As a courtesy to our patients, our business office will file workers comp claims. However, if the claim is denied, unsettled, or is not paid within 60 days from date of service, we request that you file a personal health insurance claim or pay the charges in full. You should always notify your company if there is any delay or problem in resolving your workers compensation claim. It is your responsibility to provide us with this information at the time of service.

Thank You

We appreciate your selection of our clinic to meet your health service needs. We are committed to you to do the very best we can to provide you the very best of care. Our staff – receptionists, nurses, clerical, secretarial, technical, and practitioners work as a team. We take great pride in our training, abilities, and dedication and hope that you will soon share in our confidence. Your suggestions and comments are always welcome, AND should you have any concerns, PLEASE give us a chance to address them as well.