

*Thank you for choosing **Family Care of Middle Georgia** for your healthcare needs.
Please view our office policies below.*

Financial Policy

We have updated our financial policy, and we'd like you to stay informed with our office policies so we can continue to provide you the best services.

Insured Patients: Our practice files directly to your insurance and it is important we always have the correct insurance information from you. If your insurance has changed in anyway, you must inform us. Otherwise, the bill will be your responsibility in full. Additionally, you will be responsible for any co-payments, deductibles, co-insurances and cost shares. All co-pays are to be paid in full before services rendered. A \$5 billing fee will be applied any time a copay is asked to be billed.

Non-Insured Patients: Our office will expect payment before services are rendered. There will be no exceptions. Any procedure or lab charges will be explained to you and they will need to be paid before services are rendered.

Payment Methods: At the time of your check-in, you will be notified of any balance due. Our office accepts cash, VISA, Mastercard, and Discover. A payment can be made over the phone using a credit/debit card.

Billing Cycle: Please read and be familiar with the following information - this information can make the difference between an account in GOOD STANDING or in collections status. Statements are mailed monthly on the 15th.

- **First Statement:** You will receive your first mailed statement after your insurance is filed, insurance pays and if a patient balance is due. You will not receive a statement if there is no patient balance due. Any balance is patient responsibility and should be promptly paid in full within 30 days.
- **Second Statement:** You will receive a second mailed statement requesting payment in full. An alert is put on your account if balance is past due 60 days. Account is in jeopardy of good standing.
- **Third Statement:** You will receive a third and last mailed statement with a final notice warning of outside collections. Our intent is to inform you of the seriousness of your delinquent account. Your account is past due 90 days. The agency will start the collections process on the 91st day as well as notify the credit companies. **No appointments can be made until balance is completely paid.**

Paperwork: A fee of \$10 is charged for all paperwork and is due when you pick-up the paperwork or before it is mailed/faxed. The fee may be increased due to length and complexity at the discretion of the provider.

Missed appointment: There is a \$20 missed appointment fee. If a patient misses three consecutive appointments, he or she will be dismissed from the practice.

Reasons for Terminating Physician - Patient Relationships

Our providers strive to work with you to treat and manage your health, and it's a teamwork approach. The following are situations in which termination of the physician-patient relationship will be made:

- **Treatment non-adherence:** The patient does not or will not follow the treatment plan
- **Follow-up non-adherence:** The patient repeatedly cancels follow-up visits or is a no-show. 3 strikes and you're out.
- **Verbal abuse:** The patient or a family member is rude and uses improper language with office personnel, exhibits violent behavior, makes threats of physical harm, or uses anger to jeopardize the safety and well-being of office personnel with threats of violent actions
- **Non-payment:** The patient has an outstanding balance and has declined to work with the office to establish a payment plan.

Patient or Guardian's Signature

Patient or Guardian's Name

Date