



Refund Policy

Billing Questions: (336) 714-1262

Monday – Friday from 8:00am to 5:00pm

Gastroenterology Associates of the Piedmont (GAP) will only collect payments (copayments, coinsurance or deductibles) that are due or estimated to be due to the practice for medically necessary services that are provided to our patients. Patients will be billed in accordance with our Financial Policy. Insurance companies will be billed on behalf of our patients by the submission of claims in accordance with federal and state regulations and in accordance with our contractual agreements with the insurance companies.

Patient refunds are issued within 45 days after an overpayment is identified, usually after insurance pays. Overpayments will be refunded by check to the guarantor's address that is on file as of the last visit. Patients may contact our billing office at (336) 714-1262 if they believe a refund is due. The GAP billing staff will review the account and if an overpayment is found, the refund will be processed and a check mailed to the patient.

GAP will review and respond appropriately to any refund requests received from insurance companies following the terms of our contractual agreements. For any governmental payers (i.e Medicare, Medicaid, Champus), GAP will voluntarily refund any overpayments as we become aware of them.