



# Vital Rheumatology

PLLC

## Financial Policy

### “This is how financial stuff works at our office”

We are committed to providing you with quality care, and we are pleased to discuss our professional fees with you at any time. Your clear understanding of our financial policy is important to our professional relationship. Please ask if you have any questions about our fees, financial policy, or your responsibilities as our patient. It is your responsibility to contact our office to notify us of any changes to your information, such as a change in address, telephone number, or insurance information.

You must complete and sign our Financial Policy before care is rendered.

- Payment is due at the time of services, including copayments, deductibles, and coinsurance as applicable. If you are uninsured or if you are not insured by a plan we do business with, payment in full is expected at time of services.
- If you are insured, You must bring your insurance information and a photo ID to every appointment to ensure correct processing of all insurance claims. If you are insured by a plan we work with but do not have your up-to-date insurance card, payment in full is required at time of services if we cannot verify your coverage.
- It is your responsibility to understand your insurance policy and benefits.
- We file insurance claims as a courtesy to our patients. Your insurance company may need you to provide certain information directly to the insurance company. You are responsible for complying with their request.
- There is a \$25 fee for all returned checks.
- If you do not show up for an appointment or cancel with less than 24 hours' notice, you will be charged \$100 for a new patient visit, or \$50 for any other type of visit. You must pay this fee before you can schedule a new appointment. Patients with three missed appointments may be terminated from the practice.
- If your insurance company denies payment because of benefit limitations or noncovered services, you will be responsible for the charges.
- If your insurance company needs any additional information, you are responsible for providing it to the insurance company.
- Patients who are paying for office visits without insurance must pay the full balance at the time of scheduling (\$250 for new patient visit, \$200 for follow up visit). This payment is non-refundable. Appointments may be rescheduled up to five times but this must be done more than 24 hours prior to the appointment. No refunds will be provided in the case of a same-day cancellation or not appearing for the appointment.

*Updated 9/17/24*