



VITAL Rheumatology

PLLC

Financial Policy

“This is how financial stuff works at our office”

Updated April 2026

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 service.
- 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 service 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 or contested credit card charges.
- If you do not show up for an appointment or cancel with less than 24 hours' notice, you will be charged \$250 for a new patient visit, or \$75 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 there has been a change of insurance (additional, change of primary insurance, loss of coverage, etc.), it is your responsibility to notify the practice prior to receiving any services including medication administration. Failure to notify the practice of this change may result in your being billed the full amount of the medication, procedure, or service.
- 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 three times but this must be done more than 24 business hours prior to the appointment. No refunds will be provided in the case of a same-day cancellation or not appearing for the appointment for any reason. Payment will be required in order to schedule a new appointment.



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- Without exception, uninsured patients must put a credit card on file prior to being seen. You must bring this credit card to your first appointment.
- Refunds will not be provided after completion of an appointment under any circumstances.

I have read, understand, and been allowed to ask questions about this policy. I agree to comply with the policy as described.

Patient Signature

Date

Responsible Party Signature/Relationship

Date

Printed Name