

FINANCIAL POLICY
Deer Park Family Clinic, P.A.

INSURANCE PAYMENT

You should be informed as to the type of coverage your plan offers and what type benefits, copays, and deductible you have. If you are not familiar with your plan, please contact your insurance company or benefits department. **ALL COPAYS, DEDUCTIBLES AND ACCOUNT BALANCES ARE DUE AT THE TIME OF SERVICE. Please come prepared.** Payment is expected within 45 days of filing your claim. If payment has not been received from your insurance carrier within 45 days, you remain responsible for all charges. If your insurance carrier should decide to pend or deny your claim, it is your responsibility to contact them to resolve the issue. You will be responsible for any and all services not covered, denied, or pended by your plan. Please be familiar with your benefits and know which services are not covered. *(See Urgent Care Clinic below.)*

INSURANCE VERIFICATION AND REFUND POLICY

Benefits for each patient will be verified in accordance with office policy. Information provided by your insurance carrier at the time of verification will determine how much DPFC will collect at the time of service. If you should visit our after-hours or Saturday clinic, it may not be possible to verify your benefits. If you are a new patient, a current patient with new coverage, or we are unable to reach your insurance carrier during regular business hours, you may be asked to pay for services at the time of your visit. We will obtain your insurance information and continue to try to verify benefits. Once we have verified your benefits, we will file your claim. If your insurance carrier issues payment for those services you have paid for, you may be entitled to a refund from this office. *Deer Park Family Clinic, P.A. will issue a refund once payment from your insurance carrier has been received.* We suggest that you contact this office when you receive your explanation of benefits from your carrier to confirm we have received payment. This will insure a more rapid refund.

PCP CHANGES

If your insurance requires you to choose a primary care physician (PCP), please be certain you have chosen one of our doctors. If the doctor you have chosen is *not* a DPFC physician, you should contact your insurance carrier at once to inform them you wish to change doctors. Depending on your insurance coverage, some PCP changes do not take effect immediately. If you are listed with another physician and do NOT wish to change your PCP, you will be asked to pay for all fees in full at the time of service. For more information regarding PCP changes, please contact our insurance department during regular business hours 8:00 A. M. – 4:00 P.M., Monday thru Friday.

MOTOR VEHICLE ACCIDENTS

Any services related to a MOTOR VEHICLE ACCIDENT must be paid in full at the time of service. There will be NO EXCEPTIONS. All necessary information will be given to you to file with your third party carrier for reimbursement. You will be required to sign a WAIVER prior to services. For more information, please contact our office during regular business hours 8:00 A.M. – 4:00 P.M., Monday thru Friday.

URGENT CARE CLINIC

Urgent Care Clinic hours of operation begin promptly at 5:00 P. M., Monday and Thursday, and 9:00 A.M. – 1:00 P.M. on Saturday. Please note that visits during these hours will be filed as urgent care. If we will be filing insurance for you, please be aware you may be responsible for supplementary charges in addition to your regular co-payment. It is the responsibility of the patient to understand urgent care benefits as your insurance is not *typically* verified after regular business hours. Routine services may or may not be covered with your plan. Please contact your insurance carrier if you should have any questions regarding your coverage.

I have read and will comply with the above statements. I authorize the release of any medical information necessary to process my insurance claims. I authorize payment of medical benefits to the physician/supplier for services rendered.

PATIENT OR GUARDIAN SIGNATURE

DATE