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## **Peak Performance Chiropractic Financial Policy**

We strive to provide the highest quality health care, all the while maintaining affordability for you, the patient. We understand that even with insurance, most patients will experience at least some out of pocket expense.

### **Participating Insurances**

Our office will accept your insurance on assignment and do participate as preferred providers for many insurance plans. However, it must be fully understood that your insurance policy is a contract between you and your insurance company. Our office will not enter into a dispute with your insurance company over policy limitations or issues. This is your responsibility and obligation. **All charges incurred are your responsibility.** If you have a question or concern with your reimbursement, you will need to contact your employer or insurance company. Our office will file your claims for you and assist you in every way possible to ensure benefit recovery. We cannot be certain if your insurance covers chiropractic care, although most policies do provide coverage. The amount they pay varies from one policy to another. We will call to verify benefits on your insurance; however, the benefits quoted to us by your insurance company are not a guarantee of payment. It is our policy and agreed that any services rendered are charged to you directly and you are responsible for payment of any non-covered services, deductibles or co-pays.

### **Non Participating Insurances**

We will gladly bill your insurance company for you, and will call to determine your chiropractic benefits.. Payment is due at the time of service for all deductibles, copays, and non-covered therapies unless arrangements are with the office staff.

### **Patients without Insurance**

We request that 100% of the examination and x-ray exam be paid at the time of the visit, unless other arrangements have been made. We are happy to accept cash, check, Master Card, Visa, Discover or American Express. No insurance will be billed. We do offer wellness care packages, which lower the cost per visit. Please ask our front desk for more information if interested.

## **Medicare**

Our office accepts assignment from Medicare. Reimbursement is sent directly to our office in payment for chiropractic services that Medicare will cover. Medicare will **ONLY** cover manipulation of the spine. Medicare pays 80% of the allowable fee once the deductible has been met. You are required to pay the deductible and the remaining fees for services Medicare does not reimburse. These non-covered services include, but are not limited to, x-rays, examinations, therapies, orthotics, supports, and/or nutritional supplements. Medicare patients are fully responsible for charges of non-covered services. Secondary insurance may or may not pay for these non-covered services. Our office completes and files the forms for Medicare at no charge.

## **Secondary Insurance**

Please inform us of any secondary insurance you may have. We will file and collect from your secondary insurance for services covered by the secondary payer.

## **Flex Plans/Medical Savings Accounts**

Please inform us if you have a medical savings account, or a 'flex spending plan'. We will be happy to provide you with a statement of your charges for reimbursement.

## **Health Saving Accounts (HSA)/High Deductible Health Plan**

Please inform us if you have an H.S.A. As Chiropractic is a qualified expense and can be paid for through your H.S.A. and billed to your high deductible health plan.

### **Please read the following office policy regarding assignments:**

1. At the beginning of your treatment in our office we will verify your policy benefits. However, phone or fax verification of coverage is never a guarantee of payment.
2. Returned checks and balances over 90 days may be subject to additional collection fees and interest charges of 2% per month. **Charges may also be made for missed appointments and those canceled without 24 hour notice.**
3. Your insurance will be filed as a courtesy to you. We file insurance claims on a weekly basis.
4. You will be responsible for your full deductible and co-payment or coinsurance. Payment is due when services are rendered. If your insurance company does not pay something that was anticipated, you will be responsible for the amount as soon as we/you are of aware of the denial.
5. If your insurance company has not paid a claim within sixty (60) days of submission, you agree to take an active part in the resolution of your claim. If your insurance



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company has not paid within ninety (90) days of submission, you are responsible for payment of any outstanding balance.

6. Our fees are considered usual and customary by most insurance companies, and therefore are covered up to the maximum allowance determined by each insurance company. This statement does not apply to companies who reimburse based on an arbitrary schedule of fees bearing no relationship to the current standard of care in this area.

**7. Running Late:** We pride ourselves on taking your time seriously and hope you will do the same for us. If you are running more than 15 minutes late, you have the option of waiting to see if any other patients cancel or do not show, or you can reschedule an appointment in the next available time slot.

**No Shows:** If you do not show up to your appointment you will be issued a \$25 fee that must be cleared prior to your next visit.

**Late Cancellations:** All appointments cancelled with less than 24 hour notice will be considered a late cancellation. Late cancellations are handled just like a no show appointment. A \$25 fee will be assessed. Please try whenever possible to cancel an appointment greater than 24 hours in advance if you are unable to attend. This gives us the opportunity to offer the appointment to another patient who needs it. We understand emergencies may arise; we will take this into consideration for certain circumstances. Discretion will be left to the office manager in all cancellation and no/show circumstances.

### **Personal Injury (PI) or Automobile Accidents**

Please present your auto insurance card, your health insurance card, and inform us if you have retained an attorney.

There are four options available to the PI patient:

1. Pay cash for your care and we will submit reports whenever necessary.
2. We will bill and accept assignment from the Med Pay portion of your auto insurance.
3. We will accept a Letter of Protection or Doctor's Lien from an attorney.

Account balances 90 days past the release date of treatment will incur a 2% monthly charge.

4. We will bill your standard health insurance plan and you will be responsible for all co-pays and deductibles as they are incurred.

Although you are ultimately responsible for your bill, we will wait for settlement of your claim for up to 6 (six) months after your care is completed. Once the claim is settled or if you suspend or terminate care, any fees for services are due immediately.

I have read and understand this financial policy. I realize that I am responsible for all charges incurred by me at Peak Performance Chiropractic. I agree to the above terms and authorize Peak Performance Chiropractic to collect from me payment if it is not received within ninety (90) days after the time of service.

Print Patient Name: \_\_\_\_\_

Guardian name: \_\_\_\_\_

Patient or Guardian's Signature:

\_\_\_\_\_ Date: \_\_\_\_\_