



2625 Delaware Ave. Buffalo, NY 14216
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Peak Performance Chiropractic Financial Policy

We strive to provide the highest quality health care and massage therapy, 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 call to determine your chiropractic and massage 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 treatment cost 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/ Massage could be 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.
3. Your insurance will be filed as a courtesy to you. We file insurance claims on a bi-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.

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 No Fault 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.

Cancellation/No Show Policy

1. Please note we make every effort possible to remind you of your appointments with reminder texts/cards. If you are unable to make an appointment **24 hours advance notice must** be given. 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 medical attention. We understand emergencies may arise, we will take this into consideration for certain circumstances. Discretion will be left to the office manager and owner in all cancellation and no show circumstances. If 24 hours' notice isn't given a \$25 fee will be assessed to your card on file. If the card is declined, you will be responsible to pay the fee before scheduling your next appointment.

2. **No call/No shows** will be charged for the full amount of the scheduled service missed. The No Call/No Show fee will be charged to your card on file. If the card is declined, you will be responsible to pay the fee before scheduling your next appointment. Please note that all credit card numbers on file are stored in a secured PCI complaint terminal.

3. **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 10 minutes late, you have the option of waiting to see if any other patients cancel or do not show, or you can reschedule your appointment for the next available time. However, you will still be charged a \$25 cancellation fee.

Print Patient Name: _____

Guardian name: _____

Patient or Guardian's Signature:

_____ Date: _____