



Financial Policy

Insurance Information

As a courtesy to our patients, we will file claims to your primary and secondary insurance. Please note your health insurance is a contract between you and your insurance company so it is your responsibility as the patient to make sure our physicians are covered under your plan. All insurance companies do not carry the same benefits so the services rendered to you in this office may or may not be covered. It is the patients' responsibility to know what is covered and if you need a referral.

1. A valid insurance card must be presented at each visit. If you do not have an insurance card with you and you are unable to obtain a copy prior to your appointment, you will need to pay based on our self-pay fee schedule. Once we have received payment from your insurance company, we will refund any monies due.
2. Co-pays are due at the time of service. If you do not have the co-pay amount, you may be charged a \$20 fee. This may be billed to you, along with your co-pay amount, upon receipt of payment from your insurance company. **This fee will not apply to lab visits.**
3. In order to successfully file a claim with your insurance company, you must provide all the requested information on the patient demographics form.

This includes:

- subscriber's name
- subscriber's date of birth
- subscriber's social security number
- relationship to subscriber

Dietitian Services

Patients who are participating in the DECO Healthy Living Program will not be charged a co-pay for the visit, fees are included in the pricing of the program at the patient's out of pocket expense. We do bill your insurance for the nutrition counseling portion, most insurance companies will pay for a percentage of nutrition counseling services, but not all. For patients on the program, we do not pass any additional charge on to you. For patients who wish to see the dietitian for only nutrition counseling services (including meal planning, carb counting, recipe review, etc.) your insurance will be billed and you may be charged a co-pay for these visits up to a max out of pocket rate of \$50.

Self-Pay Patients

All patients without insurance must pay for the visits at the time of service. Copies of the self-pay rates will be available upon request.

Statements

We will mail statements to the patient approximately every 30 days. A statement will be mailed to the patient once payment or further information regarding the visit has been received from your insurance company.

Payment Arrangements

Under special circumstances payment arrangements can be made with our offsite billing department. They can be contacted at 614-764-0707, select option 2.

Financial Agreement

The responsible party agrees to pay any amount that is allowed but not paid by the insurance company, within 90 days. Failure to keep your account current may result in suspension of treatment or in the termination of the patients' relationship with the practice and physicians. Unpaid accounts will be sent to a collection agency and may be assessed a 35% service charge. We accept cash, check, MasterCard®, Visa®, American Express® and Discover®. Checks that are returned as Non-Sufficient Funds will be assessed a \$20.00 returned check fee.

Medications

All medication copays, coinsurances and deductibles will be due in full before the medication is administered. This includes the following medications: Prolia and Thyrogen

Any questions or concerns you may have regarding billing issues can be addressed by billing department, at 866-544-5201.