



## Financial and Payment Policy

Welcome to Longs Peak Family Practice. The information below is intended to answer some of the common questions about our financial and office policies. We value you as a patient and strive to provide you with the highest quality of healthcare. Thank you for choosing us as your primary care provider. We are committed to providing you with quality and affordable health care. A copy will be provided to you upon request.

### Co-Payments, Deductibles and Previous Balances

**Payment for all services are due at the time services are provided.** We accept cash, checks, American Express, Visa, Mastercard, Discover, and Care Credit.

- Outstanding/previous balances are due upon receipt of any statement and/or should be paid in full by or at your next visit or within 60 days, whichever comes first.
- A \$25.00 finance fee will be charged to your account for any unpaid balance at 60 days, then monthly thereafter.
- If your account has a balance over 60 days you should come prepared to pay your balance in full at the time further services are provided, in addition to the co-payment or balance incurred on the day of service.
- If you are unable to pay your balance in full by 60 days, a payment plan must be arranged to resolve your balance. You may set this up while you are in the office or over the phone. Payment for services not associated with the payment plan will be expected in full at the time of service.
- If you do not pay your account balance, or have a payment plan in place, within 90 days you will receive a final letter notifying you that if payment is not received within 30 days you will be discharged from our practice and that we will provide emergency services only for 30 days from the date of the letter and that your account will go to collections 182 days from the last date of services rendered at our practice. If you are discharged from the practice, we recommend you find another physician as soon as possible.

### Missed appointments

Our policy is to charge for missed appointments not canceled within 24 hours prior to the appointment. Missed appointment fees depend upon the type of appointment missed. Repeated missed appointments may result in dismissal from our practice.

### Payment and Billing Methods

We accept cash, checks, American Express, Visa, MasterCard, Discover, and Care Credit. You may pay your account balance in-person at our office front desk, via phone call to our front desk, or online using the Payment button at LongsPeakFamilyPractice.com.

### Insurance Plans

We participate in most insurance plans. All patients must complete our patient information form before seeing the doctor. We must obtain a copy of your driver's license and **current valid insurance to provide proof of insurance**. If you do not have an insurance plan that we have a *contract* with, you will be responsible for FULL payment of all charges you have incurred at the time of your visit.

### Non-covered services

Please be aware that some – and perhaps all – of the services you receive may not be covered or considered not reasonable or necessary by Medicare or other insurers. You must pay for these services in full at the time of visit or after your insurance company denies these services.

### Returned Check Fees

There will be a \$35.00 returned check fee added to your outstanding balance if our bank returns your check to us, regardless of the reason. We will then require cash or credit card for future payments.

Our practice is committed to providing high quality care for our patients. Our prices are representative of the usual and customary charges for our area. We do not make but are required to follow current coding rules and policies. Thank you for understanding our payment policy. Please let us know if you have any questions or concerns.

**I have read and understand the payment policy and agree to abide by its guidelines:**

\_\_\_\_\_  
Signature of Patient or Responsible Party

\_\_\_\_\_  
Printed Name of Patient or Responsible Party

\_\_\_\_\_  
Date