

OFFICE PAYMENT POLICY: Lakewood Family Medicine plc

Given the constant changes in insurance company payment policies, the following in-office policies have been established to help us continue to provide patients with the best quality medical care.

1. PAYMENT IS DUE AT THE TIME SERVICE IS RENDERED, unless other arrangements have been made prior to the services being rendered. This includes Co-pays.
 - For the patient's convenience, the office accepts cash, check, money order, Visa, or MasterCard.
 - A \$25 processing fee will be charged for all returned checks.
2. ANY changes to your registration information must be brought to the attention of the office, BEFORE the doctor's visit. The correct information is critical for billing purposes.
3. If you have insurance, please keep in mind that your insurance is a contract between you and your insurance company. Our office CANNOT guarantee that your carrier will pay your claim. If your claim with your insurance company is denied, the obligation for the payment is the responsibility of the patient. Our office will not enter into a dispute with the insurance carrier over a claim. We will be happy to assist wherever possible.
4. If an insurance payment is mistakenly sent to the patient, instead of the office for services rendered, the patient is expected to provide payment within 10 days of receipt along with the Explanation of Medical Benefit.
5. All cancellations of an office visit MUST be made within 24 hours of a scheduled visit. Failure to do so may result in a fee, which is NOT covered by insurance.
6. In the case of financial hardship, our office will work with the patient to arrange a method of payment for services.