

# Hawthorne Medical Associates

## Our Financial Policy

Thank you for choosing Hawthorne Medical Associates for your medical care. We have written this Financial Policy to make sure you understand our payment procedures. (Revised 2010)

**\*\* Please make sure we have complete, correct insurance and address information when you check in for each visit. It is your responsibility to make sure we have the information to file your claims correctly the first time. \*\***

**Copays:** If your insurance plan has a copay, we expect payment on the day of your visit. If you ask that we bill you for your copay, a \$9.99 billing fee will be added.

**At Check Out:** When you check out, the receptionists will ask you to pay for copays and any outstanding balance. The receptionists do not know the amount of your charges for the day's visit.

**Methods of Payment:** We accept cash, checks, money orders, Visa, Discover and MasterCard. We do not accept post-dated checks.

**Insurance:** We participate with Medicare, Aetna, Blue Cross/Blue Shield, Cigna, United Healthcare and many other managed care plans. We ask that you call and verify your benefits and whether or not we are participants in your particular insurance plan.

**No Insurance:** We offer a discount program for patients who do not have insurance. Please ask for a brochure.

**Billing:** We will bill your insurance company first. Any remaining balance will be billed to you. If you receive a bill from us, it is because we believe the bill is your responsibility. (If you think there is a problem, please contact your insurance company). We expect bills to be paid within 30 days. If you have any questions about your bill, please call our billing office immediately. If you cannot pay your entire bill, please call to make payment arrangements.

**Returned Checks:** If your check is returned by the bank for any reason, a \$20 charge is assessed. We will automatically redeposit your check one time.

**Other Services:** If you have lab tests or echo tests done at our office, you may also receive a separate, additional bill from an outside lab or a specialist. There are sometimes additional charges for forms, telephone prescriptions, medical records copying.

**Collections:** Accounts that are not paid within 30 days begin our in house collection process. If your balance becomes 65 days old, your doctor will be notified and you may be in danger of dismissal from the practice. We do refer overdue accounts to collection agencies, which can affect your credit.

**Dismissal:** We cannot continue to care for patients who choose not to pay their bills. Being dismissed means you can never schedule appointments or get medicine prescriptions from our practice. Please do not let this happen. Please contact our billing office before your account becomes a problem.

### Billing Office Contacts:

Athens: (706) 353-8700 x 236

Watkinsville: (706) 310-1316

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date of birth: \_\_\_\_\_