

FirstCare Billing Policies and Procedures

Welcome to FirstCare and thank you for allowing us the opportunity to participate in your care. We have streamlined our billing process to reduce expenses and allow us to deliver quality care to all, including those without insurance.

Insured Patients:

Insurance is a contract between you and your insurance company. We are not a party to this contract. We will bill your insurance company, and it is the insurance company that makes the final determination of your eligibility. You are personally responsible for any balance that your insurance company does not cover. If your insurance company requires a referral and/or pre-authorization, you are responsible for obtaining it. Failure to obtain referral and/or pre-authorization may result in a lower payment or a claim denial from your insurance company.

Any co-payments required by your insurance must be paid at the time of service.

When your insurance company reimburses us for your visit, your responsible balance will be billed to you. If payment is not received before the next billing cycle (30 days), a \$10.00 finance charge will be added to the next bill. If this payment is not received within that billing cycle, the balance is then sent to a Collection agency and you and your immediate family will not be able to receive services at FirstCare until that balance is settled. In addition, a \$30.00 administrative fee and any applicable interest and/or collection fees will be added to the balance and must be paid before being seen again.

Self Pay Patients:

Payment for services can be paid in cash, check or credit card (MC, VISA or DISCOVER) and must be paid at the time of service. We do not accept American Express.

Returned Checks:

There is \$25.00 fee for any returned checks by the bank for any reason.

Waiver Confidentiality:

You understand that if this account is submitted to an attorney or collection agency, if we have to litigate in court, or if your past due status is reported to a credit reporting agency, the fact that you received services at our facility may become a matter of public record.

If you are delinquent on your account on more than one occasion, we reserve the right to collect payment in full at the time of service. We will then submit the claim to your insurance company and reimburse you accordingly after the claim is paid.

Medical offices often incur significant expenses trying to collect payment for services rendered. This is one of the reasons medical care can be so expensive in our country. We appreciate your understanding.

FirstCare Non-Disparagement Agreement

I agree to take no action which is intended, or would reasonably be expected, to harm FirstCare Medical Center or its reputation or which would reasonably be expected to lead to unwanted or unfavorable publicity to the Company. This includes posting on social media and the internet and any printed publication. Actions that violate this non-disparagement clause will lead to dismissal from FirstCare Medical Center and may result in legal actions by FirstCare which could result in monetary damages for which I would be responsible.

Thank you.

Signature: _____

Date: _____