



## **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.

**Cancellation & No Show:** Each time a patient misses an appointment by cancelling less than 24 hours in advance or no showing, it prevents us the opportunity to offer another patient an appointment to see one of our providers. Therefore, FirstCare Family Practice and FirstCare Medical charges fees as follows:

- 1<sup>st</sup> No show or less than 24-hour cancellation = Warning, no fee
- 2<sup>nd</sup> No show or less than 24-hour cancellation = \$50 no show fee
- 3<sup>rd</sup> No show or less than 24-hour cancellation = \$100 no show fee
- 4<sup>th</sup> No show or less than 24-hour cancellation = Discharged from the practice.

These Cancellation and No Show fees are the sole responsibility of the patient and must be paid in full before the patient's next appointment. We do understand that certain circumstances are unavoidable and may cause you to cancel within 24 hours. Fees in this instance may be waived, but only at the discretion of management. Our practices firmly believe that a good practice/patient relationship is based upon understanding and good communication.

**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.

**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. If we are not a provider under your insurance plan, you will be responsible for payment in full at the time of service. As a courtesy we will file your initial insurance claim and if not paid within 45 days, you will be responsible for the total bill.

- **\*\*\* 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 \$20.00 late fee will be added to the next bill and each billing cycle until full balance paid.** 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.**
- There is \$25.00 fee for any returned checks by the bank for any reason.
- **If you are delinquent on your account on more than one occasion, we reserve the right to collect payment in full in advance, of \$140 at the time of service.** We will then submit the claim to your insurance company and reimburse you accordingly after the claim is paid.
- **Payments can be made online at <https://www.firstcaremedcenter.com/>**

**Worker's Compensation:** Our staff will schedule your appointment after your worker's compensation carrier calls in advance to verify the accident date, claim number, primary care physician, employer information, and referral procedures. Worker's Compensation (Out of State) and Occupational Injury, payment in full is requested at the time of service. It is the patient's responsibility to provide our office staff with employer authorization and contact information regarding a worker's compensation claim. If the claim is denied by the workers compensation insurance carrier, it then becomes the patient's responsibility.

**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.

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.