



1 NWPC Policy on Late Charges, No-Show Fees, and Insufficient Funds

Effective Date: 09/01/2024

Late Charge Policy

Policy: To encourage timely payments and ensure smooth financial operations, a late charge fee will be applied to overdue balances.

Fee Amount: \$50

Grace Period: Payments must be received by the 10th of each month. A \$50 late charge will be added to accounts with outstanding balances if payment is not received by this date.

TIER Services and Products: This fee is added to the monthly services rendered if the payment deadline is missed.

No-Show Policy

Policy: To handle missed appointments and improve scheduling efficiency, a no-show fee will be applied for any appointments missed without prior notice.

---Three (3) consecutive no-shows or cancellations - without valid circumstances, will result in termination from the practice

Fee Amount: \$75

Notice Requirement: Patients must provide at least 24 hours' notice to cancel or reschedule an appointment. Failure to do so will result in the no-show fee.

~ Application: This fee is charged for appointments missed without proper notice

Exceptions to No-Show Policy

Medical Emergencies: No-show fees will be waived for appointments missed due to unforeseen medical emergencies.

Documentation may be required.

Severe Weather or Travel Issues: Fees may be waived in cases of severe weather or significant travel disruptions, provided that notice is given as soon as possible.

Administrative Errors: Fees will not be charged if the no-show is due to an administrative error on our part.

Insufficient Funds Policy



Navigating Wellness Primary Care

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Policy: A \$45 fee will be charged to the account for payments returned due to insufficient funds, whether by check, credit card, debit card, or other forms of payment.

Fee Amount: \$45

Application: This fee is applied to any payment returned due to insufficient funds.

Service Cancellation Due to Non-Payment

Policy: To manage overdue accounts and ensure financial stability, services will be canceled if payment remains unresolved.

Cancellation Condition: If an account remains unpaid for more than two consecutive months, all services will be suspended until the outstanding balance is cleared.

Reinstatement: Services will be reinstated once the full balance, including any applicable late charges, is paid.

Collections Policy

Policy: To recover outstanding balances and manage financial risk, overdue accounts that remain unresolved after 90 days will be referred to a collection agency.

Referral to Collections: Accounts that are unpaid for more than 90 days will be turned over to a collection's agency for further action.

Notification: Patients will be notified by email, phone, or mail before the referral to collections.

Patient Acknowledgment

By signing below, you acknowledge that you have read, understood, and agree to the terms outlined in this policy, including the fees for late payments, no-shows, insufficient funds, service cancellation for non-payment, and the referral to collections for overdue accounts. You also acknowledge that a \$50 late charge will be applied the day after the 10th of each month for overdue balances on non-covered services and cash-pay accounts.

PATIENT SIGNATURE *

Date *
