



28351 Schoenherr Suite A
Warren, MI 48088
Phone: (586) 393-6500
Fax: (586) 393-6515

Office and Financial Policy

Thank you for choosing our practice! We are committed to the success of your medical treatment and care. For your convenience, we have answered a variety of commonly asked questions below. If you need further information about any of these policies, please ask to speak with the Office Manager.

Will I need to show my insurance card every visit?

YES. Insurance plans and benefits are constantly changing. We must be notified at the time of your visit of any changes in your insurance plan. Our staff will ask you to make a copy of your insurance card for our records.

Will I be charged for services at the time of my visit?

YES. If you do not have medical insurance, we will collect payment in full at the time of your visit. If you do have medical insurance and the services are covered, we will collect co-pays and deductibles at the time of service. Your claim will be submitted to your insurance company in a timely manner. Any balances unpaid by the insurance will be billed to you and payment in full must be made within 30 days unless other payment arrangements have been made.

How can I pay my bill?

We accept payments by cash, check, VISA, or MasterCard. For your convenience, we can also take credit card payments over the phone. There will be a charge for returned checks. Other payment plans or options may be available upon completion of a financial statement analysis. Please contact the billing specialist during normal business hours for further information. There are companies that will finance medical care: carecredit.com and mymedicalloan.com.

When is my account delinquent?

An account is considered past due 30 days after the billing date unless other arrangements have been made. Delinquent accounts may be forwarded to our collection agency and will have a service fee/billing fee added.

Legal fees and collection costs

You agree to pay all costs and attorney fees we incur in collecting any past-due balance, whether through a collection agency or by court proceedings.

What is my financial responsibility for services?

You have ultimate financial responsibility for payment of all fees for services furnished to you by our office. Any medical insurance you may have is a contract between you and your insurance company or plan. You should consult with your insurance company or plan regarding your specific coverage and benefits.



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For most insurances, if the services provided are a covered benefit and we have received correct and accurate information from you, we will submit a claim to your insurance company on your behalf as a courtesy to you. If we have not received correct and accurate information or if the services provided are not a covered benefit, you will be required to personally pay in full on the date of service and then submit a paid receipt and claim form to your insurance company for reimbursement. Even if the services provided are a covered benefit and we submit an insurance claim on your behalf, we are required by your insurance company to collect all copays and deductibles from you at the time of service. Your insurance contract requires you to pay those co-pays and deductibles, and your failure to do so may result in penalties up to and including the loss of your insurance coverage.

What happens if I miss my appointment?

We would appreciate your help and the courtesy of a telephone call if you are unable to keep an appointment. Please notify our office at least twenty-four (24) hours prior to the appointment time. We reserve the right to charge you a missed appointment fee of \$25.00 for in-office visits and \$50.00 for new patient, complete physical, hospital follow up or surgical clearance visits.

Emergencies after hours

If you need medical care when the office is closed, please call 911 or go to the nearest hospital emergency room, urgent care.

How do I have my medications refilled?

Our policy is for the patient to notify us with the name of the medication, dosage, pharmacy name, and pharmacy phone number. ***Sometimes an appointment is required.*** Requests are usually handled within 48 business hours. Processing times may vary depending on the availability of your doctor, who for your safety, must review and authorize each request, which may require an office visit. Please remember that mail-order prescriptions take approximately 2 weeks to process your order. Our office does not have the ability to speed up this time. To avoid any delays in receiving your medication, please call the office when you have a 3-week supply left.

Controlled substances require an office visit. Please make your appointment in advance to ensure you do not run out of any medications. Patients prescribed a controlled substance are also required to sign a ***controlled substance agreement.***

I acknowledge that I received a copy of the office and financial policy.

Printed Name _____

Signature _____

Date: _____