

# OFFICE POLICIES

(FORM UPDATED 05/23/2020)

Please take time to review and understand our office policies so that we can focus on what's important – your well-being.

## Financial Policies

- **We are primarily a non-insurance health care provider** so we do not bill out to any insurance companies with the exception of PIP/Auto Injury cases. We also do not participate with Medicare and Workers' Comp. You may use your HSA card to pay for your chiropractic services directly, but a referral or script is needed by a physician when using HSA for massage services. It is your responsibility to obtain that.
- You **have the option to submit your own claim** to your health insurance company. Please let us know so that we may generate you a detailed invoice that you can submit at the end of your treatment. We will provide this to you electronically so that you may keep it for your records.
- **Payment is due at time of service** unless another arrangement has been made. We strive to keep our care affordable and a significant part of this is not having accounts receivables to manage. Your prompt payment will continue to keep it affordable. Should there be any late or unpaid balances, they will be assessed **a \$25 dollar late fee** every 30 days until the balance is paid in full. If you are being seen for a PIP/Auto Injury claim, you are responsible for the cost of your treatment in the event that the insurance company or third party does not pay. For 3<sup>rd</sup> party insurance cases where bills are withheld until settlement, we may file a lien against settlement.
- We accept **Cash, Visa, MasterCard, Discover, and HSA.**

## Appointment Policies

The following are our appointment policies. Whether you make your appointments online, on the phone, or in person, we are saving that spot especially for you so take time to understand the policies below.

### Established Chiropractic & Massage Patients

- Please arrive **5-10 minutes** early to your appointment so that we may get you checked in and maximize your treatment time.

### Late, No-Shows, Reschedules, Cancellations

- Please notify us if you are unable to keep your appointment. Reschedules or cancellations for chiropractic and massage appointments must be made **at least 48 hours in advance or you may be charged in full** for the visit if we cannot fill your spot.
- No-Shows for chiropractic and massage patients will be **charged in full** for the visit.
- Please call if you think you will be late to your appointment. We will do our best to accommodate, but there is no guarantee that you may be able to be seen for the entirety of the appointment and we may have to reschedule and you may be **charged in full**. If you are late for a massage appointment, the **time may be deducted** from your massage treatment time and you will still be **charged in full** for the visit.

### Illness

- If you have a contagious illness such as the cold or flu **PLEASE RESCHEDULE** your visit to the office in order to protect the staff and other patients. You will not be assessed a fee in this case. Everyone gets a sick day, but if it becomes a pattern, we will have no choice but to **charge you in full**.

Patient or Representative Name (Print): \_\_\_\_\_

Patient or Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_