



Billing and Service Charge Policy

Like other medical practices, declining insurance reimbursements and rising costs force us to charge for certain administrative services. The following fees are generally applicable for established patients and not covered by insurance:

- Forms/Letter Completion (not provided at time of current wellness exam) - \$10 - \$25
- Prescription Refills (requested by patient prior to expiration of script) - \$5
- Medical Records Transfer (7 days notice required) - \$25 or higher based on volume and method
- Telephone Consult with Physician* - \$40 (per 5 minutes or portion thereof)
- E-mail Consult with Physician* - \$35 per issue/e-mail
- **The patient must provide correct insurance information at the time of service. Failure to do so may result in a \$10 rebilling charge.**
- **Co-pays are due at the time of service. A \$5 billing charge may be added to the bill to cover billing expenses if not paid at the time of service.**
- Missed Appointment Fee - \$25 (Please notify us at least 24 hours prior to your appointment if you need to cancel/reschedule)
- Physician consults will only be available to patients during normal business hours and who have an established health issue the physician has treated previously. **An appointment may still be required.** There is no charge for our nurse triaging health issues during normal office hours. After hours or weekend/holiday response will be limited to the most urgent calls. We recommend identifying urgent healthcare needs and making an appointment before they become an "emergency".

Late Payment and Collection Policy

- All services must be paid within 60 days of service unless the delay is due to a medical practice insurance filing error. Any payment received from the insurance company after the patient has paid the medical practice will be reimbursed to the patient up to the amount paid by the patient.
- Late and partial payment administration Fee - \$5 after 30 days of the first bill being sent. \$25 after 30 days of the second bill being sent. Partial payments are not accepted unless previously agreed. A \$5 administrative charge will be applied to partial payments.
- Accounts will be sent to collections after 90 days if not paid as agreed. All discounts will be removed and a \$10 collection processing fee will be added to the account. Additional fees may be added if the account is not paid within 45 days of being placed in collections. Credit bureaus are advised of unpaid debt.

Thank you for understanding the reason behind these fees. We will be reasonable in applying them and notify you when they apply.

9718-A Sam Furr Road, Huntersville, NC 28078
Tel. 704 987-7970 Fax 704 987-8221
www.familyhealthcareoflakenorman.com