

Important Company Policies for a Successful Relationship

We strive to provide you the best personalized care available. To make this possible we adhere to a set of very important guidelines. Please read them carefully, initial all the boxes, and indicate your agreement by signing at the bottom.

Late Policy “10 Minutes”

Being late by no more than 10 minutes will require you to either reschedule or wait for the next available opening. There are no guarantees since openings due to cancellations are unpredictable. We do not allow appointment overlap because this undeservedly compromises the care of another patient.

6-Hour Advance Notice Fee

If you wish to change or cancel an appointment we require a minimum *6-hour advance notice*. Anything less will result in a *\$25 fee* charged to your account. It costs us money to make appointments available to you. Whether you attend or not, we still accrue the charges (for staff wages, rent, etc.). We don't charge you the actual cost for that appointment, but rather a mere *\$25 fee*. We do NOT make money with this charge; it's simply to act as a deterrent from making last minute changes. Advance notice allows someone in need to reserve the time slot in place of you. Please be courteous and responsible. Thank you.

Copays / Coinsurance Plus Deductible Due at Time of Service

We believe it is easier for you to pay as you go rather than pay a lump sum at the end of your treatment. If you are unable to do this due to financial difficulties, we will be happy to arrange a payment plan that meets your needs.

No-Shows are Bad

If you fail to show for an appointment without notice, a *\$50 fee* will be charged to your account.

Cell Phone Must be Shut OFF or Silent

We realize emergencies may arise and therefore allow you to carry your cell phone during your session; however, please be courteous and set it to silent mode or off. Thank you.

Financial Hardship

If you are experiencing financial difficulties and are unable to afford our services, we have a “Financial Hardship” form which may be filled out. If you qualify for financial assistance according to Federal guidelines, we may legally assist you by waiving or discounting your patient responsibility portions of the bill. Ask the front desk for assistance.

Important Notice from the Federal Government

“It is unlawful to routinely avoid paying your copay, deductible, or coinsurance payments . . . even if your doctor allows it. Unless you complete a “Financial Hardship” form and qualify for financial assistance under Federal Standards, you may NOT routinely evade paying your responsibility portions for medical care as outlined in your insurance plan even if your doctor allows it. You both may be charged for breaking the law. This includes services deemed as “professional courtesy” and “TWIP’s – take what insurance pays”. Failure to comply places you in violation of the following laws: Federal False Claims Act, Federal Anti-Kickback Statute, Federal Insurance Fraud Laws, and State Insurance Fraud Laws. Failure to comply may result in civil money penalties (CMP) in accordance with the new provision section 1128 A (a)(5) of the Health Insurance Portability and Accountability Act of 1996 [section 231(h) of HIPAA]. Exceptional cases do apply. Please see contact info for more information. Office of Inspector General, Department of Health and Human Services. Contact by phone: 202-619-1343, by fax: 202-260-8512, by email: paffairs@oig.hhs.gov, by mail: Office of Inspector General, Office of Public Affairs, Department of Health and Human Services, Room 5541 Cohen Building, 333 Independence Avenue, S.W., Washington, D.C. 20201, Joel Schaer, Office of Counsel to the Inspector General, 202-619-0089.”

Signed: _____ Date: _____

We look forward to building a successful relationship with you that lasts a lifetime!