

Letter of Understanding

Questions regarding our billing and claim processes may arise during your association with us. We would like to address some of these issues and hope it will assist you in understanding our policies.

No Discussion of the financial aspects of health care today can ignore how insurance companies reimburse physician for your medical care. Insurance companies consider what they pay providers a loss and continually lessen that payment to us. This makes it necessary for the physician's staff to pay attention to all details of the billing procedure. You, as the patient, must educate yourselves about what your insurance company will reimburse the physician for your charges and what you will be responsible for in payment.

PPO/HMO

If you have PPO or HMO coverage, submission of your office charges to your insurance company will be completed by our billing representative. Balances not covered by insurance will be billed to you. Deductibles and Copays must be paid at time of service.

If your insurance is through HMO, you are required to bring or confirm that we have a written referral from your primary physician or your insurance card, payment at the time of service will be your responsibility.

INSURANCE INFORMATION

It is most important that you bring your insurance card when you come for your visit and we will make a copy of it. If you do not bring your insurance card, payment at the time of service will be expected.

Insurance companies generally pay according to what they call "reasonable and customary" guidelines, and give impression that the numbers they use are very carefully computed and accurate. Although in most instances the insurance companies accept our fee, there is considerable variation among them and another may deem what one company considers reasonable and customary excessive. In the final analysis, we have the right to ask that our fee be honored even though the insurance company disagrees.

BILLING

We accept assignment of insurance benefits, or payments made directly to us by your insurance carrier. The balance is your responsibility. We will submit a claim to your insurance company immediately after your visit. If the carrier has not paid within 30 days, another claim is submitted. If your insurance company has not paid your account in full within 45 days, the balance will be automatically transferred to you. Please be aware that some and perhaps all of the services provided may be non-covered services and not considered reasonable and necessary under the Medicare Program and/or other insurance.

MINOR PATIENTS

The adult accompanying a minor and the parents (or guardian) are responsible for full payment. If they bring parent insurance information, they will also need to know the name of the person who holds the insurance, their birth date, and social security number

We hope the explanation will answer some of your questions. We ask that you sign below to acknowledge that you have read this document and agree to pay your portion of the account balance. Please let us know if you have any further questions.

Sincerely,
Stephanie S. Lacey, D.C., Dipl. Acup.

Patient Signature _____ Date _____