

**MARK D. STRASSER, M.D. • DEREK K. HEWITT, M.D. • DAVID A. HOLMES, Au.D.**

## FINANCIAL POLICY

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If you have medical insurance with which we are contracted, we will help you receive your maximum allowable benefits. In order to do this, we need your assistance and your understanding of our payment policy. You must update your demographic and insurance information periodically, including providing our office with copies of your insurance cards. We are required to obtain your signature for permission to release information to your insurance carrier if requested.

We will bill both your primary and secondary insurance as long as they are listed as contracted with our office. Once your insurance has processed, any amount remaining will immediately become your responsibility for direct payment to us.

If you have a primary insurance with which we are not contracted, you are responsible for payment at time of service. You will be responsible for submitting claims on your behalf.

If you have a secondary insurance carrier with which we are not contracted, you will be responsible for payment as soon as the primary insurance has processed. Most Medicare plans will forward your claims to your secondary automatically, so please make sure this is set up. We will not bill secondary insurance claims if it is not on the attached list.

Please contact our billing office if you need assistance with codes or forms for submitting insurance claims on your own.

Payment for services including co-payment and deductible amounts are due at the time services are rendered. We accept cash, check, Visa, Mastercard, Discover, American Express and CareCredit.

Returned checks and failure to pay account balances may result in the referral of your account to an outside collection service.

A \$25.00 fee will be assessed for appointments that are not cancelled within 48 hours prior to your scheduled appointment. Repeat cancellations or no-shows may result in termination from the practice.

We wish to emphasize that as your doctors, our relationship is with you, not with your insurance company. While the filing of insurance claims will be done as a courtesy we extend to our patients, all charges are your responsibility from the date services are rendered. We appreciate the opportunity to be of service to you and we appreciate your acknowledgement and acceptance of our policies.