

THE SPORTS, SPINE & WELLNESS CENTER

FINANCIAL POLICIES AND PROCEDURES – 2024

The Sports, Spine & Wellness Center strive to make each patient feel confident that you are receiving the very best in medical care and services, and to maintain a good understanding of our policies.

All co-pays, co-insurance, deductibles, account balances and payment for non-covered services are due at the time of service

INSURANCE: Billing of your insurance is done as a courtesy for you. It is the patient's or guardians' responsibility to make sure TSSWC has updated and **current insurance information** at all times. Please be advised that insurance is not a guarantee of coverage or payment. It is the patient's responsibility to know their insurance benefits. Please contact your insurance carrier with any questions or disputes, etc.

REFERRALS: It is the patient's responsibility to know if their insurance requires a referral and if we are covered under your plan.

MISSED/NO-SHOW APPOINTMENTS: Any and all no-show appointment will be charged the following:

*OFFICE VISITS - \$200.00

*PROCEDURES - \$500.00

These charges cannot be billed to your insurance and is 100% patient responsibility. These balances must be paid in full to be rescheduled. We require a minimum of 24 hours to cancel or change your appointment.

DELINQUENT ACCOUNTS: Any unpaid balances of 90 days will be sent to an outside collection agency and a collection fee of 35% will be added to the patient account. Patient will **NOT** be able to make appointment until the entire balance, including fee, is paid in full. Patients could also be terminated from TSSWC. Please contact our billing office to make payment arrangements.

TSSWC will be requesting you place a credit or debit card in your EMR chart, which is totally secured. I understand that if your account is past due, we reserve the right to charge your card for these past due balances.

PROCEDURES: Procedures will **ONLY** be scheduled after insurance approval. If it is cash pay, it will need to be paid at the time the appointment is made.

MVA RELATED: All information must be verified before an appointment is made. Patients must have private health insurance and payment might be due in full at the time of service.

PRIVACY NOTICE: The Sports, Spine & Wellness Center (TSSWC) understands that everyone's needs are unique, and we strive to provide you the very best in your health and wellness services, this includes keeping your personal and medical information safe and private. We (TSSWC) are **HIPPA compliant** and will NEVER sell or give away your name, phone number, mailing address, email address or any other personal or medical information to anyone or any third parties without your explicit written consent. (Full HIPAA compliance available upon request).

I give authorization to The Sports, Spine & Wellness Center to release any medical information necessary to process my claims and authorize payments to be sent to us as well.

By my signature below, I acknowledge that I have read, understood, and agree to the above Financial Policies and Procedures of TSSWC.

Signature of Patient or Responsible Party

Date