



## **PATIENT FINANCIAL POLICY**

- Please present your current medical insurance card at each visit. Notify us immediately of any changes in your insurance information. If updated insurance is not provided in a timely manner, your balance in full becomes your/the patient's responsibility.
- Please contact your insurance company to verify your benefits for dermatology services. Each plan is different and your insurance plan may deny payment for services for procedures even after they have been completed.
- If your insurance does not cover your services, you will be responsible to pay for those services in full.
- Cosmetic services not covered by your insurance must be paid in full on the day of service.
- The patient is responsible for all fees relevant to your care. Responsibility for children's accounts rests with the adult/guardian who brings the child in. That adult/guardian will be responsible for all co-payments and deductibles. We do not forward bills to other parties.
- If you have an outstanding balance, we will send you an itemized statement every month. If you have questions, regarding fees please call 1-888-245-5337.
- We participate in multiple insurance plans. Each plan contains unique rules which must be followed by the patient. Please familiarize yourself with the benefits and conditions of your health plan. Certain plans require that you obtain a referral authorization from your primary care provider before visiting a specialist such as Dermatology. You are responsible for obtaining this referral and tracking the number of visits and end dates if required by your insurance. Alternate payment arrangements or rescheduling of your appointment may be required if you fail to obtain the proper information.
- Payment is due within 30 days of the date of service. We accept several methods of payment including: cash, check, credit card, and Care Credit. Returned checks are charged a \$25 fee.
- All co-payments are due at the time of check-in. If you are unsure of your co-payment amount, please contact your insurance company.
- You will be asked to complete our registration form which allows us to bill your insurance company and receive payment from them for your services.
- Please report all name, address, insurance, and telephone number changes to us immediately so we can obtain the most accurate data possible for your records.
- Your visit may require laboratory or pathology services. We process our laboratory and pathology services via Essentia Health. You will receive a separate bill from Essentia Health for these services. We will provide Essentia with your insurance information. It is your responsibility to please contact their financial office to arrange payment for these services.
- If you do not have insurance, we do offer a 10% discount for cash services.
- Procedures performed such as liquid nitrogen, biopsies, excisions, and acne services require codes and must be billed as such.
- If you need to cancel or reschedule your appointment, please do so at least 24 hours in advance.
- We will attempt to make reminder calls to our patients, but it is the patient's responsibility for keeping appointments. A patient who misses their appointment more than three times may be dismissed from our practice.
- Please contact your pharmacy directly for all refills.
- No refunds are issued for cosmetic services performed. Refunds on retail product will be for exchange or credit on a future product or service if the retail product is returned within 30 days of purchase.

**Thank you for choosing Twin Ports Dermatology for your care.**