

The Foot and Ankle Center

John W. Cory M.D.

OFFICE POLICIES

Please carefully read and initial by each statement and sign below.

1. _____ I understand if I DO NOT have my insurance card, referral, and/or co-payment, that my appointment may be rescheduled until such time that I can provide the required documents or payments.

2. _____ I understand that if I am unable to make a scheduled appointment I need to contact The Foot and Ankle Center at least 24 hours before my scheduled appointment time. Due to a high demand for appointments, missed appointments prevent us from scheduling appropriately and keep others in need of urgent care from being seen. A \$50 FEE WILL BE ASSESSED FOR ALL MISSED APPOINTMENTS NOT CANCELLED WITH AT LEAST 24 HOUR ADVANCED NOTICE.

3. _____ I understand there will be NO RESULTS or SURGICAL PLANNING provided via phone, email or otherwise. The patient is entitled to their written report but it will not include interpretation by any staff member, other than the treating physician.

4. _____ I understand there will be a \$50 fee for all FMLA and disability paperwork to be filled out and will be completed with-in 5-7 business days.

5. _____ Request for pain medication refills will be reviewed for necessity. Refills **WILL NOT** be filled same day if requested after 2pm Monday thru Thursday otherwise please allow 2 business days to process your refill request. We DO NOT fill prescriptions on Fridays.

6. _____ The Foot and Ankle Center policy is to collect any co-pay, co-insurance and non-covered fees at the time of service. I understand that if I do not have my responsible amount, my appointment may be rescheduled.

7. _____ As a courtesy to our patients, The Foot and Ankle Center will bill your insurance company. If payment is not received from your insurance company within 60 days of your visit, you will be notified to contact your insurance for payment. If payment is not received from your insurance company within 90 days of your visit, you will receive a statement notifying you that the balance due is your responsibility.

8. _____ I understand I will have 30 days to make payment in full or make payment arrangements. If the account is not paid within 120 days of your visit, your account will be sent to a collection agency and a 35% collection fee will be added to the balance on the account. Incidental costs incurred in the process collection a balance will also be added to your account.

9. _____ I understand that The Foot and Ankle Center will collect, 24 hours prior to any surgery or procedure, deductibles and coinsurance up to an amount equal to payment in full for the planned surgical procedure. Payment in full and expected coinsurance payment responsibility are determined by the anticipated surgical billing code(s), details of your insurance policy, and agreement between your insurance company and The Foot and Ankle Center.

10. _____ I understand I am financially responsible for all co payments, coinsurance, deductibles and any unpaid or denied services not covered by my insurance: TO INCLUDE DURABLE MEDICAL EQUIPMENT, IN OFFICE PROCEDURES OR ANYTHING SIMILAR.

11. _____ I understand that a \$35 service fee will be added for any checks returned for any reason and I will be responsible for payment of this fee and the amount of the returned check.

12. _____ The Foot and Ankle Center will contact my insurance company to verify benefits however, insurance company's do not disclose all information regarding policies. I understand it is my responsibility to contact my insurance provider to confirm actual benefits, coverage, inclusions and exclusions. If I require a referral, it is my responsibility to obtain the referral authorization from my insurance carrier and provide that information to our office.

ULTIMATELY, IT IS UP TO ME TO KNOW MY INSURANCE BENEFITS.

I have read and I understand the above office policies and I agree to abide by its terms.

Printed Name of Patient

Date

Signature

Relationship of Responsible Person to Patient

Thank you for choosing The Foot and Ankle Center as your foot and ankle specialist .