

Pacific Gynecology Surgical Group Financial Policy

The financial policy of Pacific Gynecology Surgical Group is based on providing patients with the highest quality health care and striving to be thoughtful and considerate of your cost of care. We want to set forth our financial policy in a simple, straight-forward manner. If you have any questions, please ask them at any time. **Please read and sign this document prior to any treatment.**

Your Insurance Policy

If you have health insurance, your insurance policy is a contract between you and your insurance company. We cannot bill your insurance company unless you give us your insurance information prior to receiving treatment and are able to confirm your eligibility. If you are unable to provide us with proof of insurance, or if we cannot confirm your eligibility, you will be required to pay for services rendered at the time of your visit. We ask that you become familiar with your health plan benefits so that you can anticipate any costs that will result from your visit. If we have a contract with your insurance, then you must pay all co-pays and deductibles prior to treatment. We will bill your insurance for the remainder of your visit charges. However, **if your insurance company should deny payment for care rendered to you for any reason, or if we are not contracted with your insurance plan, you will be responsible for payment of services in full.** As a courtesy, we will provide you with a charge slip to submit to your insurance company for payment upon request. **Please note: among some other plans, we do not accept Medi-Cal, and some Covered California plans.**

Other Services and Fees

Lab and imaging fees are a separate charge and are not included in your office visit fee unless specified. We will collect your credit card information and it will be stored on INSTAMED. This is secured and encrypted. Outstanding payments will be charged after a 30 day grace period from when they are billed out. Un-paid balances will be charged at that time. You can also pay bills on our web site pacificgynsurgicalgroup.com or on Altais My Chart for your convenience.

You may ask our office for services other than medical treatment. We have a \$75 fee for completing forms, such as disability forms and authorizations that may be required by your insurance plan for medications or tests which are not routinely covered. We have a \$75 fee for cancellations made within 48 hours of your visit or if you fail to show. As a courtesy, we send texts and emails to remind our patients about appointments in advance; however, the responsibility is ultimately with the patient to keep the appointment.

We have a \$500 deposit required for all surgeries at the time your surgery is confirmed and authorized. This deposit will be applied to your deductible. This deposit is forfeited if you cancel less than 7 business days before surgery. This does not apply if you are unable to have surgery due to medical reasons.

Delinquent Accounts

We understand that at times our patients may encounter financial hardships. We will make every effort to work with our patients who may require a payment plan. However, should your account become delinquent, your balance will be sent to a collection agency and we will not be able to schedule further appointments until the balance is paid.

By signing below, I have read this financial policy, had my questions answered, and accept these terms and conditions.

Signature: _____ Date of Birth: _____
Print name: _____ Date: _____