

FINANCIAL POLICY

Mountain Region Family Medicine, P.C.

It is with great pleasure that we welcome you (and your family) to the offices of Mountain Region Family Medicine, P.C. We are honored that you have chosen us to attend to your medical needs. We will do everything we can to be sure that you are happy with us and look forward to a long relationship with you.

First and foremost, it should be understood that all fees charged for services are the responsibility of you, the patient, regardless of your insurance arrangements. There may be exceptions to this, such as with MEDICARE/MEDICAID/TENNCARE or HMO, but, it is still your responsibility to make sure that we have the correct insurance information for filing claims. Ask questions if you do not understand anything regarding fees, and we will be happy to assist you. We will, in most cases, file claims for services provided by us. **Co-pays and deductibles must be paid at the time of service. Also, we request that non-covered charges, such as DOT exams, be paid at the time of service.** While we do file claims, it should be realized that we do this as a service to you - we are not obligated to file any private insurance claims.

Below is a list of miscellaneous requirements and fees that may be charged for non-medical services. They are:

1. All HMO and PPO and Medicare Advantage patients will pay their co-pays at the time of service. We will file the claim for all services.
2. All lab work that is not covered under your insurance plan must be paid in a timely manner unless other arrangements have been made. We will file the claim for these services.
3. We do not get involved with any third party billing (auto insurance, lawsuits, accidents, worker's com., ect). We will provide you with all the necessary information that you will need to file yourself. We expect payment in full at time of service.

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Additional clerical charges are:

1. Completion of disability forms - The first form is completed free of charge. All additional forms completed will be \$10.00 each.
2. Complete records and medical history and information to the insurance company for life insurance applications and the like - \$65.00
3. Records transfer to another physician or for personal use- \$20.00 for the first 40 pages and \$.25 for each additional page thereafter.
4. Any returned checks will result in a \$30.00 charge to your account. After three returned checks, you will no longer be able to pay by check but must present cash.
5. If your account becomes delinquent (over 90 days old) it will be turned over to an outside collection agency. Any collection fees incurred will be added to that delinquent account's balance.

If you do not understand any part of the above policy, feel free to speak with someone in the office and they will be happy to assist you. If any special financial arrangements need to be made, then you must make those arrangements with the Billing Department at 423-230-2100 prior to services.

I have read and understand all provisions of this financial policy of Mountain Region Family Medicine, Park Drive, and indicate by my signature that I will abide by this policy.

Patient Signature

Date

Witness