

Financial Policy

It is the policy of Stamford Health Medical Group to provide you with information related to our billing processes and your financial responsibilities as our patient. This policy helps us in our mission to provide you with exceptional medical care in the most cost effective manner.

Things to bring with you to each visit:

- 1) Current insurance card/s
- 2) Photo identification
- 3) Your preferred method of payment for any cost shares due at the time of service: we accept cash, check, American Express, Visa, MasterCard, and Discover.

Insurance Companies: Participation and Billing

- 1) While Stamford Health Medical Group participates with the majority of third party insurance plans available in our area, it is **your** responsibility to verify that your physician is currently participating with your plan and that you have obtained all necessary referrals **PRIOR** to your scheduled appointment. Failure to do so may result in your responsibility for any incurred charges.
- 2) You will be asked to provide your insurance card(s) at every visit. This is to ensure that the information we have on file is correct, and that your plan is current.
- 3) The Practice will submit claims to your primary and secondary insurance companies whether we participate or not, as a courtesy to you.

Time of Service Payments

- 1) Co-payments, deductibles and coinsurance are part of the contractual agreement between you and your insurance company. Your insurance company requires us to collect your co-payment in full at time of service. If your plan also has a deductible and/or coinsurance that has not been met, we may collect a deposit (since we can only estimate the amount that will be due) at the time of service. If you require surgery or other major diagnostic procedure(s), and your deductible has not been met, we will collect a down payment prior to the procedure and work with you to establish a mutually agreeable payment schedule.

- 2) Patients without medical insurance coverage (self-pay patients) are responsible for any and all charges that result from professional or medical services provided by our physicians. Patients will be notified of an estimated charge prior to their appointment. Full payment of this estimate is expected at the time of service. A prompt pay discount, equal to 30% of the Practice's published charge, is offered for payments made in full, at the time of service, unless other arrangements have been made prior to the scheduled appointment. As we don't always know exactly what services you will receive during your visit to our office, we will bill you for any additional services at the prompt pay discounted rate provided you have made payment as outlined in this policy.
- 3) For patients who are enrolled in an insurance plan, but receive medical services not covered by the plan, a prompt pay discount equal to 30% of the Practice's published charge is offered for payments made in full, at the time of service.
- 4) A parent or legal guardian of a minor patient is responsible for the financial obligations as described in this policy.

Workers Compensation

- 1) In the case of a workers' compensation injury, it is your responsibility to notify the practice that the injury was work related, and supply adequate information regarding the employer and claim. Failure to do so may result in your private insurance being billed inadvertently, and any incurred charges could ultimately be your responsibility. We will submit the claim to your employer or your employer's workers compensation carrier along with required documentation. You will be notified if the claim is denied and it will be your responsibility to resolve with your employer or you will be responsible for payment.

Auto and Other Accidents

- 1) In the case of a third party liability injury, for example an injury sustained as a result of a motor vehicle accident, it is your responsibility to notify the practice that the injury was an accident for which a third party may be responsible, and to provide adequate information regarding the claim. Failure to do so may result in your private insurance being billed inadvertently, and any incurred charges could ultimately be your responsibility. We will submit the claim to the responsible third party on your behalf but you will be responsible for payment if the claim is denied.

Collections

- 1) The practice reserves the right to consider delinquent patient accounts for external collection efforts in accordance with state and federal regulations.