

GREENBRIER VALLEY ENT & FACIAL PLASTIC SURGERY
PATIENT FINANCIAL POLICY
SELF-PAY/UNINSURED PATIENTS

Thank you for choosing our practice! We are committed to the success of your medical treatment and care. Prompt payment of your bill is one aspect of your responsibility as it pertains to your treatment and care. We believe that a good physician/patient relationship is based on understanding and open communication.

Our staff is instructed to make every effort to clarify any questions concerning payment for your treatment. If you need further information about any of these policies, or about the amount you will be asked to pay today, please ask to speak with our office manager: Laura Testerman R.N., ext.111.

The amount you pay today for your office visit depends on several factors including: 1) whether you are a new patient or you've visited our office before; 2) the complexity of your complaint; and 3) the doctor's examination. The amount our office charges for self-pay office visits is based on fees set forth each year by the federal government. We are not allowed, by law, to charge less than that federal reimbursement fee. To learn more about those fees visit www.cms.gov/home/medicare.asp. Often, the doctor will recommend that a diagnostic or therapeutic procedures be performed (ear wax removal, sinus scopes, biopsies, etc.) during a visit. The costs of these procedures **are separate and not included** in your office visit. You can refuse to have a procedure performed, and we can provide you with an estimate prior to a procedure being performed.

If during your examination our providers feel it will be necessary to take a specimen (nasal or wound culture, tissue specimen from mass or Fine Needle Aspiration) to determine the cause of your illness or problem **it will cost extra on the date of the exam or procedure**. We process all of our specimens through LabCorp of America. They charge base rates on all testing we provide through our office. We do not receive discounts for self-pay patients, therefore you will be responsible for the entire cost of your specimen processing or lab work-ups performed at our office and processed through Labcorp on the date of service. If you feel you will not be able to pay for the processing of these tests or labs please let our providers know as soon as possible.

You must bring all payments with you on the day of your appointment or you will be asked to reschedule. **New patient visits for 2011 are \$100.00 and returning patients pay \$67.00**. If you have not visited our office in the last **three years** you will be considered a new patient.

We accept cash, check, VISA, or MasterCard. You may pay your bill in our office, mail your payment with a check, or call us on the phone to make a payment on your account using your debit or credit card.

You are expected to pay your bill in full when you receive it in the mail. If this is not possible, you may consider a payment plan. To do this you must sign a Payment Plan Agreement form in our office. The Payment Plan Agreement will show how long you have to pay your balance and states that you will be responsible for the amount on your account. Below are the terms of typical payment plans:

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Balance Due:

\$100 or less
\$101-\$500
\$501-\$1000
\$1001-\$5000
\$5,001 or more

Terms:

Payment IN FULL within 30 days
3 months
6 months
12 Months
24 Months

Plastic surgery and cosmetic procedures are based on self-pay policies unless they are deemed medically necessary. Please see the office manager for clarification.

Common questions about billing policies

When is my account considered “past due?”

Unless you have signed a Self Pay Agreement, any account is considered “past due” if it has been 30 days since the receipt of your statement/bill and you have not paid in full. Unpaid accounts beyond 90 days are considered “delinquent” and may be subject to our collections process. Please notify our office as soon as you have difficulty paying your balance to avoid collection on your account. There are no interest charges on past due balances.

Do I need a referral to come to your office?

Self-pay patients without insurance coverage do not need a referral for an office visit. However, if you do not have insurance please be aware that results of your examination can be considered in determining pre-existing conditions if you do apply for health insurance coverage in the future.

Is there a charge for missed appointments?

To help us schedule more efficiently, please notify our office at least twenty-four (24) hours prior to your appointment time if you must cancel. We attempt to contact each scheduled patient with a reminder call. However, informing us about changes to your scheduled appointment is your responsibility. At this time we do not charge for missed appointments. We do reserve the right to charge \$20 as well as discharge any patient from our practice who has three (3) or more missed appointments in which our practice was not notified at least twenty-four (24) hours prior to the scheduled appointment time.

What if my child needs to see the Physician?

A parent or legal guardian must accompany patients who are under the age of 18. This accompanying adult (who consents to the treatment) is responsible for payment of the account according to the policies outlined here. If the parent or responsible party is not with the minor, a written authorization will be required prior to treatment or treatment will be denied.

Please feel free to contact our office with questions or concerns about your bill:

Greenbrier Valley ENT, PLLC
152 Dawkins Dr., Lewisburg, WV 24901
www.GreenbrierValleyENT.com
304-654-0870