

Financial Policy

It is the intent of Arthritis Northwest, PLLC to have a Financial Policy that clearly outlines patient and practice financial responsibilities. We are committed to providing our patients with the best possible medical care while minimizing administrative costs. This Financial Policy has been established with these objectives in mind, and to avoid any misunderstanding or disagreement concerning payment for professional services.

- Our office participates with numerous insurance companies and managed health care programs. For patients that are members of one of these plans, our business office will submit a claim for services rendered. All necessary insurance information, including special forms, must be completed by the patient prior to or leaving the office.
- If a patient has insurance coverage that we do not participate in, our office is happy to help the patient file the claim.
- It is the patient's responsibility to pay any deductible, co-payment or any portion of the charges as specified by the plan at the time of the appointment. Any medical services not covered by an individual's insurance plan are the patient's responsibility and payment in full is due at the time of appointment.
- Payment for professional services can be made with cash, check, credit card, or on line @ www.arthritisnw.com.
- Financial assistance is available for qualified patients. If a patient feels that he or she may qualify for assistance, the practice will refer patient to the appropriate entity. Patients that do not have insurance are expected to pay for professional services at the time of service unless prior arrangements have been made.
- It is the patient's responsibility to ensure that any required referrals for treatment are provided to the practice **prior to the appointment**. Appointments may need to be rescheduled, or the patient may be financially responsible due to lack of the referral.
- It is the patient's responsibility to provide us with current insurance information and to bring their insurance card to each appointment.
- Our staff is happy to help with insurance questions relating to how a claim was filed, or regarding any additional information the carrier might need to process the claim. Specific coverage issues, however, can only be addressed by the insurance company member services department (phone number is usually on the back of insurance card).
- The adult accompanying a minor and the parent and/or guardian are responsible for payment at the time of service. For unaccompanied minors, non-emergent treatment will be denied by the physician unless charges have been pre-authorized or payment by credit card, cash or check at time of service has been verified.

Our practice firmly believes that a good physician/patient relationship is based upon understanding and good communication. Questions about financial arrangements should be directed to appropriate individual within the billing department.

We are here to help you.

Effective 1/1/09

Copayment due at time of service policy

Dear Patient,

It is our pleasure to serve you at Arthritis Northwest. We appreciate participating in your medical care. In our effort to provide excellent customer service, we are providing you with this notice regarding your copayment. Copayments are due at the time of service. If you did not come prepared at the time of your appointment you can return to our office by the close of business today to make your copayment. Or call (509) 624-1859; visit our website @ www.arthritisnw.com to make your copayment.

If you are unable to make your copayment today, we will bill you for your copayment, plus a \$25 administration fee will be applied. This fee cannot be waived.

Should you have any questions or require assistance in making a payment, please call (509) 624-1859.

Arthritis Northwest, PLLC

Effective 1/1/09

Cancellation and No Show Policy for MRI and Infusion

If you must cancel or reschedule your MRI/Infusion, we are happy to accommodate you however we must receive notification within 24 hours prior to

your appointment. A \$200 fee will be charged for same day cancellations or no shows.

1. To cancel or reschedule prior to the date of service, please call our front desk @ 838-6500; you may leave a voicemail, please indicate if you need to reschedule. The messages will be retrieved before the end of each business day.
2. If you expressed the need to reschedule, we will return your call and reschedule you at the earliest possible appointment time.
3. For appointments that are cancelled the same day or for which you do not show, you will be charged \$200 as we will be unable to use this appointment time for another patient.

Effective 1/1/09

Cancellation policy for follow up appointments and ancillary services

We have a four to six month waiting period for follow up appointments at Arthritis Northwest and must carefully make use of available appointments. If you must cancel or reschedule your appointment, we will be happy to accommodate you however we must receive notification within 24 hours prior to your scheduled appointment in order to allow another patient to use your appointment slot. A \$50 fee will be charged for same day cancellations or no shows.

1. To cancel or reschedule prior to your appointment date please call (509) 838-6500; you may leave a voicemail, please indicate if you need to reschedule. The messages will be retrieved before the end of each business day.
2. If you expressed the need to reschedule, we will return your call and reschedule you at the earliest possible appointment time.
3. For those appointments that are cancelled the same day or for which you do not show, you will be charged \$50 as we will be unable to use this appointment time for another patient.