



Thank you for choosing Pine Springs Health for your care. We are committed to providing you with quality health care. Please review the following regarding our payment practices:

1. **Insurance:** We cannot guarantee your insurance will cover our services. We will submit claims and assist you in any way we reasonably can to help get claims paid. We suggest you verify coverage options with insurance before any appointment. **You are responsible for knowing what your insurance does and does not cover.**
 - a. If you are not insured and paying for the visit out of pocket. We do apply a 20% discount when paying in full at time of service.
 - b. If you are insured, a copy of your insurance card is required prior to your appointment.
2. **Co-payments and deductibles:** All co-payments and deductibles must be paid at the time of services. You have an option to keep a card on file with a signed authorization for us to use this payment type. This arrangement is part of your contract with your insurance company.
3. **Non-covered services:** Some services you receive may be non-covered, considered non-reasonable, or unnecessary by Medicare and other insurers. **You are responsible for payment of services not covered by insurance.**
4. **Coverage changes:** **If your insurance changes, please notify us** before your next visit so we can make appropriate changes to help you receive your maximum benefits. If your insurance company does not pay your claim in 45 days, the balance will automatically be billed to you.
5. **Nonpayment:** If your account is over 120 days past due, you will receive a letter stating that you have 20 days to pay your account in full. This will be after three statements have been sent to receive payment. Partial payments will not be accepted unless otherwise negotiated. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency, and you may be discharged from the practice. If this occurs, you will be notified by regular and certified mail that you have 30 days to find alternative medical care. During that 30-day period, our physician will only be able to treat you on an emergency basis.
6. **Missed appointments or late arrivals (No Shows):** Our policy charges a **\$50 fee for all No Shows.** These charges will be directly billed to the patient. If a patient has **three or more no-shows within a 24-month period, they will be discharged from the clinic.** A No Show is defined as any of the following:
 - a. **Missed appointments not canceled at least 24 hours in advance,** or appointments missed entirely, *(If an appointment is canceled less than 24 hours in advance due to emergencies or unforeseen circumstances, please inform us and the management team will determine whether the fee will be charged).*
 - b. **New Patient Appointments canceled/rescheduled less than 7 days prior** to the scheduled appointment date, or missed entirely, regardless of reschedules or transfers of care. A second New Patient No Show will result in another \$50 fee, and the patient will be dismissed from our practice.
 - c. **If the patient arrives more than 10 minutes late** for their scheduled appointment, their care team may request that the appointment be rescheduled. **This will count as a No Show & a fee will be applied.**
7. **Forms of Payment:** We accept cash, checks, and Visa, MasterCard, and Discover. There will be a \$25.00 charge for any returned check.

PLEASE NOTE: Charges are for services provided at Pine Springs Health. Any lab work, imaging, or referrals to specialists are **NOT** covered under this financial agreement. You will be responsible for all charges/costs associated with other community partners.

By signing below, I acknowledge that this document was given to me in a language that I understand either in writing or as read to me in its entirety.

Signature of patient or responsible party

Date



Pine Springs Health

Contracted Insurances & Other Details

In-Network Insurances:

- Aetna Commercial & Medicare
- Cigna Commercial & Medicare
- First Choice Health Network
- GEHA Commercial & Medicare
- Medicare Part B
- Meritian
- Moda Commercial (Connexus, Synergy, Affinity) & Medicare
- *PacificSource Community Solutions**
- PacificSource Commercial (Navigator) & Medicare
- Providence Commercial (Signature) & Medicare
- Regence BlueCross BlueShield Commercial & Medicare
- United Healthcare Commercial (Charter, Choice, Core, Navigate, NexusACO, Select, Doctors Plan) & Medicare

**By referral only*

Each insurance company has several different plans, classifications, or tiers that Pine Springs Health may or may not qualify for (including In-Network Insurances). Pine Springs Health verifies that your insurance is active on the date of service, we do not verify if we are in or out of network for your specific plan. You, the patient, are responsible for knowing your plan benefits including if we are in or out of network for your specific plan. You can do this by contacting your plan or using their online portal to verify this information.