



Equality Health Center Client Financial Agreement

Welcome to the Equality Health Center (EHC). We appreciate that you have chosen our health center and would like to ensure that you have a clear understanding of your rights and responsibilities in regards to payment. EHC is a nonprofit organization that is committed to offering high quality health care at an affordable price. We are respectful to individual financial circumstances and will work with you to try and resolve monetary challenges. In order to offer affordable services, we depend upon our clients to make prompt payment for their care.

Please take time to read the information below and do not hesitate to ask questions. Once you have read and understand this Client Financial Agreement, you will need to sign and date the Privacy Practice form. A copy of this statement will be provided upon request.

Payment and Methods of Payment: Payment in full is expected at the time of service including fees for all lab services and medications. We accept Cash, Visa, Mastercard, Discover, money orders and cashiers checks and the following insurances: Anthem/BCBS, Harvard Pilgrim, United Health, Cigna, Health Plans, New Hampshire Medicaid, Wellsense, New Hampshire Health Families, Amerihealth Caritas and Ambetter.

Medical Insurance: If you choose to have EHC contact your primary insurance carrier, we will directly bill your company. Please note the following exceptions regarding payment through your insurance company

- ❖ When your insurance company was contacted, EHC staff was provided an estimate of what your insurance plan will cover. Your insurance company makes the final determination of your eligibility and insurance benefits once the claim is submitted. You will be responsible for promptly paying any of the charges not covered by insurance.
- ❖ *Confidentiality cannot be guaranteed if insurance is billed*, especially when the statement of your services is sent to the holder of your insurance policy. EHC has no control over this process.

New Hampshire Medicaid: NH Medicaid plans cover family planning visits, which includes some of the services provided by EHC. NH Medicaid does not cover abortion or abortion related services. If you qualify, EHC will bill Medicaid. If you do not qualify, you will be responsible for payment of services. If you are having financial difficulties, please talk with an EHC staff member who may be able to help you problem solve.

No Show Policy: If you need to cancel or reschedule an appointment please call us as soon as possible, EHC will bill a \$35 fee for no show appointments. *This does not apply to abortion or abortion related appointments.*

Past Due Account: Accounts are considered past due 30 days following date of services. If you are unable to pay your balance, please call EHC and ask to speak to our client-billing specialist to make payment arrangements. If after 60 days, you have not paid your balance, EHC reserves the right to restrict future services to you and to turn your account over to a collection agency.

Client Agreement:

- I agree to pay EHC for all fees resulting from services provided.
- If I choose to use my insurance plan, I am responsible for providing EHC with accurate information. I also authorize EHC to access benefit information and file claims on my behalf for services provided.
- I hereby assign medical benefits, including government-sponsored programs, and any other health plans to which I am entitled to be paid directly to EHC.
- I understand that I am responsible to pay for services not covered by my insurance plan.
- I understand that I am responsible for a \$35 fee if I do not contact EHC and no show my appointments.
- I understand that, if requested, the EHC staff will work with me to identify ways to pay for services.
- I will inform EHC of any changes of my financial status.
- I understand services and/or prescriptions may be denied due to non-payment.