



Scenic Bluffs

COMMUNITY HEALTH CENTERS

Patient Responsibility Agreement

APPOINTMENTS

Cancellations:

We need at least 24 hours notice in order to fill the time with another patient waiting for care.

Late Arrivals:

Please be on time. If you are late enough that the service you were scheduled for will not be able to be completed in the appointed time, we may not be able to see you and will ask you to reschedule your appointment. While we will try to accommodate a rescheduled appointment as soon as possible, we cannot guarantee that a same-day appointment will be available.

Failed Appointments (No Shows):

If you are late, miss your appointment or cancel with less than 24 hours notice, it is very difficult for the Health Center to manage patient care. If you are a dental patient and are late, miss your appointment or cancel with less than 24 hours notice we consider it a No Show appointment. If, as a dental patient, you have 3 No Show appointments, we may terminate you from the dental practice. In any other department, a pattern of No Shows will require us to review your ability to use our services.

PARENTS & CHILDREN

Children Under 18 Years of Age:

Except for reproductive health and health education, a legal guardian must accompany children and must give permission for treatment.

Unattended Children:

If children are disruptive in the Health Center while the parent or guardian is being cared for, we may ask that services be rescheduled for another time for care without their children or with proper supervision for the children.

FINANCIAL POLICIES

Insurance:

As a courtesy, we will bill your insurance for you. Be aware that your insurance may consider some, perhaps all of the services provided as non-covered services. We will apply any contractual discounts to your account at the time we receive the explanation of benefits (EOB) from your insurer. Remember, your policy is a contract between you and the insurance company. We are not a party to that contract. Any unpaid balances over 60 days will be transferred to you. If you are unable to pay in full, we will work with you but it is your responsibility to contact us to set up an agreeable payment plan.



Scenic Bluffs

COMMUNITY HEALTH CENTERS

Patient Responsibility Agreement Continued

**Co-pays and Deductibles
(including Insurance, Medicare and Medicaid):**

All co-pays and deductibles are due at the time of the visit unless you make other arrangements with us.

Medicare:

Medicare co-pays are payable but, as with all other out of pocket patient obligations, may be eligible for discounts through our Healthy Neighbor Plan. We file all Medicare and secondary insurance forms for Medicare patients. Medicare does not guarantee payment, and you agree to pay any balance unpaid by Medicare and secondary insurers.

Workers Compensation:

Our office will file all workers compensation claims. If the claim is denied, you will be responsible for the payment of the fees.

Injuries or Accidents involving Legal Litigation:

We will not accept third party billing if your case involves litigation. Our services are provided to you, not your attorney; therefore you are ultimately responsible for the account. You are required to make payment on the fees even if a third party will eventually cover them.

Medical forms

Scenic Bluffs Community Health Centers have Help Team members on staff to assist you with filling out medical forms such as prescription drug assistance, insurance applications and other medical forms. If

you have questions or concerns about medical information you have received our Help Team is here to make that information accessible.

Healthy Neighbor Plan:

We have a program to discount fees for low-income families and individuals. If you are having difficulty paying for your care, please ask our staff. With information on your household size and income, we can determine if you qualify for lower fees in our health centers.

Keeping Your Account Current or "In Good Standing":

We expect all patients to keep accounts current or "in good standing". This means we expect patients to either make payments (at least monthly) on account balances according to a payment plan we have agreed on or pay their obligation in full at each visit. You should come prepared to pay something at each visit.

If needed, our staff has authority to accept partial payment in return for your agreement to pay the balance in our routine monthly statement cycle. Some services require payment in advance. Patients whose accounts are not kept current will not be given appointments and will be seen on standby basis only.

Updated: November 2013