

Practice Policies & Fees for the Office Of: William K. Bostock, D.O., F.A.A.F.P. & Associates

Co-Pays/Payments

- ▶ Payment is due at time of service. We accept cash, check, Visa/MasterCard. **There is a \$15.00 administration fee if payment is not made at the time of service.** A late fee will be added to all account balances over 60 days old. We use an outside collection agency to assist us in collecting balances that are over 90 days old. If your account is placed with a collection agency, you will be responsible for all collection costs in addition to services rendered at the office.
- ▶ In the case of a minor, it is the responsibility of the parent or legal guardian to see that payments are made at the time of the visit.

Insurance

- ▶ It is your responsibility to always provide the most current insurance information to our office. Any amount that is deemed the patient's responsibility by the insurance company, including deductibles will be billed to you.
- ▶ We **do not** file insurance with your Automobile Insurance Company, or any other third party, (employer, attorney, separated spouses, etc.) for purposes of obtaining payment.
- ▶ If your current insurance is an HMO or POS you will be required to select a Primary Care Physician (PCP) prior to your scheduled appointment. Failure to do so will result in payment in full due at the time of service.
- ▶ We use Quest Diagnostic Lab and LabCorp to process all lab tests. If your insurance requires us to use a different lab, please let your nurse know prior to being seen.

Appointments & Cancellations

- ▶ All appointments require a 24 hour notice of cancellation. If a 24 hour notice is not given for your appointment, you will be charged a cancellation fee of **\$25.00** for an appointment or a fee of **\$50.00** for a physical.

Referrals

- ▶ It is your responsibility to make sure all referrals are current (if your insurance requires one) to see a specialist or to have procedures done at any facility. You will be required to see a provider in this office to obtain a referral, **except in emergency situations.** If you see a specialist without a referral you will be responsible for all charges. **Referrals will not be backdated.**
- ▶ Prior approval from Dr. Bostock is required for an urgent care referral. Urgent care referrals will not be backdated. You must contact the office beforehand, even after hours for emergent care advice.
- ▶ It is your responsibility to notify our staff if it is more cost effective for radiology procedures to be performed at a free standing clinic, instead of a hospital setting. This includes x-rays and ultrasounds.

Prescriptions and Refills

- ▶ Prescriptions and prescription refills for medication are typically provided at appointments. For prescription refills, please contact your pharmacy so they may contact our office. Please keep your designated follow up appointments in order to avoid running out of medications. For other requests, please note that prescriptions and prescription refills are issued **during normal business hours only.**

Medical records

- ▶ A coping fee is charged if your medical records are transferred from our office, this fee is due before records will be copied. The fee is based on Georgia State Law Section 2: Code Section: 31-33-3.
- ▶ The practice charges administrative fees for service which are not covered by health insurance plans. These fees are to be paid in full, in advance, and are not negotiable.
 - FMLA forms \$20
 - Short Term Disability forms \$20
 - Sports physical/college physical or immunizations forms at the time of service for no fee. The fee is \$10 if these forms are completed at a later date.
 - Handicapped Parking Tag Permit \$20
 - NSF Checks \$30

I authorize the release of any medical information necessary to obtain payment for service rendered in this office or to retrieve a referral or pre-certification. I have read and understand my financial responsibilities and the practice policies.

Patient/ Responsible Party Signature

Date