

Boones Creek Medical Payment Policy

Healthcare is changing. With the new Affordable Care Act, most insurance policies are going to high deductible plans and we are seeing a significant decrease in reimbursement for services and an increase in amounts being returned to us from insurance companies as “patient responsibility.” We have no choice other than changing our payment requirements in order to maintain our business. We will continue to work with our patients in any way possible.

As part of our commitment to offer excellent medical and professional care to you and your family, we would like to present our office payment policy in order to minimize misunderstandings about fees. Our fees and methods of payments are comparable with other medical offices in the Tri-Cities area.

Co-Pays: We require payment of co-pays at the time of service.

No Insurance: We offer patients that do not have health insurance services at a discounted “self-pay” rate. The charge for a new patient visit is \$90 and any follow up or established patient visit is \$70. This amount is due at the time of service. For self-pay patients, we also extend to you our discount on laboratory services. We will provide you with the cost of any lab test that needs to be performed prior to drawing blood. If you decide to have the test performed, payment in full will be expected upon check out. Receipts will be provided upon request for any amounts paid to Boones Creek Medical.

High Deductible Plans: If you have a health plan with a high deductible, we will offer you 2 options. You may pay the self pay rate (as described above) or you may pay \$50 at the time of service and we will bill you for any remaining amount that your insurance sends back to us as your responsibility. If you are here for a “preventative annual exam” there will be no charge at the time of service as this is NOT applied towards your deductible. **Please be sure that it has been at least 1 year and 1 day since your last annual exam or it will be denied by your insurance and will become your responsibility.**

Payments: We accept cash, check, Visa and Mastercard for your convenience.

Outstanding Balances: We reserve the right to refuse to see patients with an outstanding balance if there are no regular payments being made on the account. If you are unable to pay the total balance please don’t hesitate to call our office to arrange payments. We are more than happy to work with you on a payment schedule. We are always concerned about our patients’ personal financial burdens and are here to answer any billing questions and work with you to develop a payment plan that you can afford.

Statements: As our existing patients know, we have sent statements on a bi-monthly or quarterly basis in the past. Due to the increase in high deductible plans, we will be sending these statements every month going forward. We hope this helps keep you better informed of your financial responsibilities.

Medical Records: We charge a \$20 medical record fee for medical records requested for personal use.

Returned Checks: In the event of a NSF check, there will be a charge back to your account for the amount of the returned check as well as an additional \$25.00 returned check fee. We will not be able to see you after a returned check until the fees are paid in full with cash or a credit card.

Collections: Boones Creek Medical uses the services of MCOT, a local collection agency. We strive to work very closely with all of our patients to ensure that accounts do not meet the criteria to be sent to an outside collection agency. However, if you have received multiple statements and haven't made a payment, called our office to make an arrangement, or update us on the status of your account; it is possible that the account will be turned over to MCOT.

Laboratory: Our office uses Synergy Laboratories, a subsidiary of MSHA. This lab is independent from Boones Creek Medical and all laboratory services will be billed separately by that company. If your insurance is not in network with Synergy, i.e. Cigna, BlueCare, MCA, please make your provider aware so that we can use a different laboratory for your testing. We have the ability to send your blood samples to Solstas or Quest. We can also provide you with an order that you may take to a laboratory of your choice to have the blood work performed. If you are not sure if your insurance is in network please ask an employee for assistance in determining the best and most cost efficient way to get the lab tests that are needed. We can also offer labs on a "self-pay" basis, which allows us to extend to you the discounted rate that we get from Synergy Laboratory. This is a great option for patients that have a high deductible plan. Lab work can cost up to \$800 if billed by the lab to your insurance. Annual Preventative Visit labs are not applied to your deductible by most insurance plans.

Please understand that there are hundreds of different insurance policies and benefit levels. It is impossible for us to know every plan and its benefits. We strongly encourage our patients to educate themselves on their specific insurance policy and become familiar with its benefits to ensure that you do not incur unexpected expenses. We are happy to answer any questions that we can, but usually the quickest and most accurate answers will come directly from your insurance company.

Boones Creek Medical sincerely appreciates the opportunity to serve your health care needs.