

FINANCIAL POLICY:

Thank you for choosing us as your health care provider. We are committed to your treatment being successful. Please understand that payment of your bill is considered a part of your treatment plan. River Health & Wellness, LLC., will bill your insurance as a courtesy. However, you are responsible for your portion of your bill (for example, co-pays, deductibles, services not covered by your health plan, etc.) at the time of your visit.

FULL PAYMENT IS DUE AT TIME OF SERVICE. WE ACCEPT CASH, CHECK AND ALL OTHER MAJOR CREDIT CARDS.

There will be a \$25 returned check-fee if incurred.

REGARDING INSURANCE:

River Health & Wellness, LLC., will ask for a copy of your insurance for your file. Remember that the contract with your insurance company is between you and them and it is your responsibility to know the details of your policy. We will not become involved in disputes between you and your insurance company regarding deductibles, co-payment, covered services, secondary insurance, usual and customary charges, etc., other than to supply factual information as necessary. We do not bill secondary insurances that we are contracted with.

If your insurance company has not paid your account in full within 45 business days, you will need to make arrangements for paying the account balance. Please be aware that some, and perhaps all, of the services provided may be non-covered services and/or not considered reasonable and necessary under Medicare/Medicaid and/or other medical insurance companies. There will be a monthly finance charge applied to your account for balances left unpaid, after 30 days, at a rate of 10.5% annually. \

Patient's without insurance will receive a 20% self-pay discount if paid in its entirety at the time of service. If unable to pay in its entirety, a 10% discount will be given, and payment arrangements can be made at the time of service.

If an outstanding office bill is not paid within 90 days of service, unless other arrangements have been previously made, the account will be turned over to a collection agency to collect any outstanding debt.

HEALTH PLAN PARTICIPATION:

River Health & Wellness, LLC., is a preferred provider with Blue Cross, Aetna, Cigna, United Healthcare and Moda, as well as a participating provider with Medicaid, Tricare and Medicare. We do not accept ANCSA.

NO SHOW/MISSED APPOINTMENTS:

River Health & Wellness, LLC., requires a 24-hour notice for appointment cancellations or reschedules. Any appointment cancelled/rescheduled less than 24-hours prior to the scheduled appointment time will incur a \$25.00 fee, this includes no-show appointments. After five missed/no-show appointments, an account may be reviewed for discharge from the practice and/or be subject to walk-in availability only. New patients will not be allowed to reschedule their appointment if they no-show or cancel within 24-hours.

LATE ARRIVALS:

River Health & Wellness, LLC., understands that sometimes life happens and that not always are our patients running on-time. We also realize that late patients can cause delays in other patients care and scheduled appointment times. Patients arriving five or more minutes late for their scheduled appointment will be rescheduled to the next available appointment time and may incur a \$25 missed appointment fee.

PRESCRIPTION REFILLS:

Please bring your prescription bottles to your initial appointment to review dosing with your provider. We ask that you request any needed prescription refills during the time of your visit. If you forget something, please allow us 48-72 hours for telephone refills. In addition, please note that controlled-substances cannot be refilled electronically, any refill of a controlled substance will require an in-office visit unless otherwise arranged with your established provider.

TEST RESULTS:

Providers may order tests to help diagnose and treat your medical condition. You will be notified of any abnormal test result within twenty-four (24) hours of the provider receiving and reviewing the report. You will be notified of normal test results within one (1) week of the provider receiving/reviewing the report. If you have not heard from your provider within that timeframe, please call and inquire about your results as your provider may not have received your test or imaging results.

Please note, you will receive a separate bill from Quest Laboratory or Central Peninsula Hospital for processing lab specimens. It is your responsibility to know if your insurance has another preferred lab.