

Financial Policy

We are delighted that you have entrusted your care to the physicians and staff of Parkwest Women's Specialists (PWWS). Our practice believes that a good physician/patient relationship is based on understanding and open communication. The following policies are an outline intended to provide understanding of our mutual expectations regarding the financial guidelines of PWWS. If you are enduring financial hardships or have any questions regarding fees or our financial policies, please contact our Billing Specialist at (865) 690-7677 Ext: 1001 and we can assist in answering any questions you may have.

Co-Pays

Co-payments are due at the time you check in at the front desk prior to being seen. You may also be asked to pay an outstanding balance you may have from a previous office visit.

Insurance

We ask that you bring your insurance card with you each time you visit our office, and it is the patient's responsibility to provide our office with current and accurate insurance information. You are responsible for any changes in your insurance coverage. Delays in communicating these changes may result in the balance being uncollectable from the insurance company and the full responsibility of payment will fall onto the patient.

Medicaid

We are not in network with any Medicaid plans and will not file claims with Medicaid whether the policy is primary and/or secondary. If you have a Medicaid plan or acquire one while you are a patient of ours, it is your responsibility to let our office know immediately. We will provide another office who accepts your Medicaid plan and offer to make an appointment, on your behalf, for your transfer of care. We will forward over your medical records once an "Authorization to Release Records" form has been filled out by the patient or the new office has requested your records on your behalf. Failure to let PWWS know of the change/acquisition to Medicaid will result in dismissal from our practice with a formal letter and may result in all costs incurred to fall onto the patient as their financial responsibility.

Well-Woman or Annual Visits

The preventative visits are specifically defined by the insurance companies for their scope of treatment. As such, the reimbursement is limited for only those services authorized under the definition. Therefore, patients who receive the "Well-Woman Annual" visit and present at the visit for a separately identifiable problem that significantly exceeds the scope of the scheduled appointment, may be required to reschedule their Annual or reschedule with the office for an additional "Gyn Problem" or visit.

Un-Paid Balances

Any outstanding account balance with our office will require a payment upon every visit to our office. Any outstanding balance over 90 days may be turned over to a collection agency unless the patient or legal guardian has spoken with our billing specialist and have made other financial arrangements. In addition, if you have unpaid delinquent accounts, we may discharge you as a patient and/or you may not be allowed to schedule any additional services unless special arrangements have been made.

Payment Plans

Payment plans are accepted for any balances that are patient responsibility. If you would like to set up a payment plan, you can call our billing specialist at (865) 690-7677.

Uninsured Patients

Patients without insurance coverage are required to pay in full at the time of service. Any exceptions to this policy must be arranged with our billing staff or managers prior to the date of your visit. Patients who are on a cash plan will receive a 20% discount on their services. It is solely the patient's responsibility to ensure their balances are paid in full.

Cancellation / No-Show Policy

Because of the level of service we provide to our patients, we make sure to reserve your appointment time just for you. To ensure we stay respectful and courteous of all our patient's time, we ask you give us a 24-hour notice if you cannot make your appointment. If you do not notify our office by phone or by portal within 24 hours of your appointment, you may be charged a \$30.00 fee and this fee cannot be billed to your insurance. This fee will need to be paid before you are allowed to schedule another appointment.

Late to Appointment

We ask that you are courteous of other patient's scheduled appointment times and our providers schedules. If you, the patient is late to your appointment (this includes completing the necessary paperwork to be seen by the provider before your scheduled appointment time) by 15 or more minutes, we will need to reschedule your appointment to a later time or day. Please call ahead to inform our staff if you will be late and we will try to accommodate to the best of our ability. Please arrive 20-30 minutes prior to your appointment time to allow sufficient time to complete and process your paperwork.

Medical Record Copies / FMLA and/or Short-Term Disability Paperwork

If you, the patient, want a printed copy of your records, you will be charged a \$20 copying fee, after 35 pages a charge of .45 cents will be added per page. We will forward your records via fax free of charge to another physician with a signed medical records release. There is also a \$15.00 fee for *each* completion of FMLA and/or Short-Term Disability paperwork. All fees are due at time of the request made by the patient. Please allow 7-14 days for completion of forms.

Thank you for choosing Parkwest Women's Specialists and understanding our Financial Policy. We are committed to providing you with the best possible care. Your understanding and cooperation are appreciated, and we look forward to serving your health needs. If you have any questions regarding the above information, please do not hesitate to ask.

By signing below, you are stating you have read and understand Parkwest Women's Specialists Financial Policy.

Patient's Signature

Date

Print Name

Date of Birth