



L.A. Orthopedic Institute

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FINANCIAL AND PAYMENT POLICY

Thank you for choosing us as your health care provider. We are committed to providing you with quality and affordable health care. Because some of our patients have had questions regarding patient and insurance responsibility for services rendered, we have been advised to develop this payment policy. Please read it, ask us any questions you may have, and sign the space provided. A copy will be provided to you upon request.

1. Insurance: We appreciate in most insurance plans, including Medicare. If you are not insured by a plan that we are provider for, payment in full is expected at each visit. If you are insured by a plan we do business with, but don't have an up-to-date insurance card, payment in full for each visit is required until we can verify your coverage. Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage.

2. Co-Payments: All co-payments and deductibles must be at time of service. This arrangement is part of your contract with your insurance company. Failure on our part to collect co-payments and deductibles from patients can be considered fraud. Please help us in upholding the law by paying your co-payments at each visit.

3. Non-Covered Services: Please be aware that some – and perhaps all – of the services you receive may be non-covered or not considered reasonable by Medicare or other insurers. You must pay for these services in full at the time of visit.

4. Proof of Insurance: All patients must complete our patient information form before seeing the provider. To confirm your insurance eligibility, please provide us with a copy of your driver's license and current valid insurance. If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the balance of the claim.

5. Claims Submission: As courtesy to you we will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Your insurance benefit is a contract between you and your insurance company; we are not party to that contract.

6. Coverage Changes: If your insurance changes, please notify us immediately so we can make the appropriate changes to help you receive your maximum benefits. If your insurance company does not pay your claim in 45 days, the balance will be billed to you.

7. Nonpayment: If your account is over 60 days past due, you will received a letter stating that you have 20 days to pay your account in full. Partial payments will not be accepted unless otherwise negotiated. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency and you and your immediate family members maybe discharged from the practice. If this is to occur, you will be notified by regular and certified mail that you have 30 days to find alternative medical care. During that 30-day period, our physician will only be able to treat you on an emergency basis.

8. Returned Checks: All returned checks will be subject to an external collection service and a collection fee of \$25. To cover the cost for returned checks, you will be charged an administrative fee of \$25 (which includes the bank penalty charges incurred) and the cost of certified mailing in the addition to the amount of your returned check amount.

Our practice is committed to providing the best treatment to our patients. Our prices are representative of the usual and customary charges for our area.

Thanks you for understanding our payment policy. Please let us know if you have any questions or concerns.

I have read and understand the payment policy and agree to abide by its guidelines:

Signature of patient or responsible party

Print name

_____/_____/_____
Date