

Primary Care of Shelton LLC's Financial policy

We would like to take a moment to welcome you to our office and assure you that you will be receiving the very best care available. It is the policy of this office to extend our patients the courtesy of allowing you to assign your insurance benefits directly to us, which will reduce your out-of-pocket expenses. In order to familiarize you with the financial policy of our office, we would like to explain how your health insurance will be handled.

- Your insurance coverage will be verified, and your co-pay will be determined.
- All co-pays are expected at the time of service and must be paid prior to insurance being submitted
- Our office does submit secondary insurance. Submission to a secondary insurance company is our responsibility but there are going to be times that you will be charged due to nonpayment by secondary or primary insurance.
- Because our office handles many different kinds of insurance, we may not have all the details of your insurance benefits. Some of your questions can be best answered by a representative of your insurance company.
- If you are here for multiple procedures, Dr Asgari will determine whether or not to perform all of these procedures during the same office visit or to schedule them at a future date. We cannot guarantee multiple procedures on the same day of service. Your insurance company may have one co-payment for the office visit and a second co-payment for a procedure.
- Once your insurance is billed and the insurance payment is received, if there is a balance due, you will be billed for the difference, which is your responsibility.
- Primary Care of Shelton LLC does not promise that an insurance company will pay for services that are usual and customary at this office, nor will this office enter into a dispute with an insurance company over reimbursement. This is the patient's obligation. We cannot alter or guarantee your insurance coverage.
- Waiting for insurance payment is a courtesy to you and may be withdrawn at any time.
- Should your insurance reject, dispute, or not cover the total amount of charges submitted, you will pay for any outstanding balance within 30 (thirty) days of verbal or written notification. It will be your responsibility to pursue reimbursement from the insurance company. If you are unable to make the payment in full, you can contact our office to make payment arrangements.
- Patients with an outstanding balance of more than 120 (one hundred and twenty) days old must make payment arrangements prior to scheduling future appointments.
- In extremely rare cases when we are forced to turn your account over to a Collection Agency to collect payment on services rendered, we will include all fees charged by the court, attorneys, or collection agency for services.
- If your account is turned over to a Collection Agency, you will be considered "Inactive" until such time as the past due balance has been paid. We reserve the right to discharge these patients from our practice.
- We make the best efforts to contact you for appointment reminder using phone calls, email, and text messaging. If you need to cancel an office visit, please notify us at least 24 hours prior to your appointment so we can reschedule your appointment and free this spot for another patient. We do charge a fee of 35\$ for no shows which were not called 24 hours prior. After 3 (three) "No Shows" our office reserves the right to discharge the patient from the practice.