



FINANCIAL POLICY

Thank you for selecting Kelliwood Family Practice as your healthcare provider. In order to provide high quality service to our community we have established financial policies, which we ask you to review carefully. Your clear understanding of our financial policy is important to our professional relationship.

All copayments, coinsurance, deductibles and other patient portions are due at the time of service. For your convenience, we accept cash, checks, Visa, MasterCard, Discover and American Express. There is a \$35 fee for returned checks.

We ask that you bring your insurance card and state issued photo identification to each visit. We must verify your coverage/eligibility at each appointment. Please notify our office of any changes to your address, phone, and insurance promptly.

Although our physicians are participating providers with many insurance companies, it is the responsibility of the patient or guarantor to be familiar with his/her plan. Procedures, immunizations, physical exams, and well visits are not always covered by insurance plans. Many plans have restrictions as to the number of physical exams allowed and/or total dollar amount expended.

We make every attempt to verify insurance eligibility and benefits prior to your visit; however, all insurance carriers state that verification is not a guarantee of payment. If your insurance carrier does not cover a rendered service or denies payment, you will be responsible for any outstanding balance. If we are unable to verify your benefits, payment will be due at the time of service. We will assist you in filing a claim for reimbursement.

Medical records requests will be handled when accompanied with a signed medical records release. While our office does not charge to send a copy to another physician involving your continuation of care, all other requests will accrue a fee in accordance to the rules of the Texas State Board of Medical Examiners. For more information on these guidelines, see www.tsbme.state.tx.us

We welcome all family members in our office and enjoy caring for our patients of all ages and work diligently to ensure the comfort of our patients. Please be advised that any damage to the office and its equipment by a patient will become the financial responsibility of the patient and/or parent/guardian.

There is a \$25 charge for failure to keep an appointment without giving a 24 hour notice of cancellation.

If you have any questions regarding our financial policy, please feel free to consult with our staff.

Again, thank you for selecting Kelliwood Family Practice for your healthcare needs.