



ADMINISTRATIVE POLICIES AND FINANCIAL AGREEMENT

We at CIMA are committed to offering the best possible medical care for you. In order to provide this, we need you to be aware of and understand our administrative and financial policies.

INSURANCE: If we are contracted with your insurance company, we will bill them directly. Any remaining balance that the insurance company advises us as member responsibility, such as deductibles, co-insurance or non-covered benefits, will be billed to you and payment is expected within 30 days from statement date.

CO-PAYMENT: Any co-payment required by your insurance company must be paid in full at the time of service. Because this is an insurance requirement we will not bill you for co-pays.

CO-INSURANCE AND PAYMENTS: these are expected to be paid in full at the time services are rendered.

NON-COVERED SERVICES: Payment plans can be arranged through our billing office.

LAB FEES: Some lab fees are not covered in the basic pregnancy testing. These are billed out separately

SELF-PAY: Patients without insurance are expected to pay for services at the time of service. Please talk to our billing office about package deals and payment plans prior to being seen.

METHOD OF PAYMENT: we accept cash, checks, Visa, MasterCard and debit cards.

RETURN CHECKS: There is a \$50 fee for any check returned by the bank. After two (2) returned checks, we will no longer accept checks as your form of payment.

PAYMENT ARRANGEMENTS: Account balances should be paid within 30 days of the account statement. In the event that you are unable to pay your balance in full, you must contact our Business Office promptly to make a payment arrangement. Payments will be based on your balance and no payments arrangement is to exceed 6 months.

DELINQUENT ACCOUNTS: Outstanding balances after 90 days will be transferred to a collection agency unless prior arrangements have been made with our billing office.

CANCELLATION OF APPOINTMENT, LATE OR NO-SHOW: When an appointment is not kept, it prevents another patient from being seen at that time instead. It is very important that you call and cancel within 24 hours of your appointment if you are unable to come.

If you are 20 minutes, or more, late for your appointment, you may be rescheduled or you may be placed in the next available slot that day. Please help us serve you by being on time for your scheduled appointment.

If you arrive early for your appointment, you will be seen at the scheduled time.

PRESCRIPTION REFILL: Prescription refills must be made during office hours so that your chart is accessible to the provider. Narcotic medications will not be prescribed at the request of patients during the weekends or after hours. Narcotic medications **cannot** be called in to pharmacies as a written prescription is required. The providers must have access to the medical records to make such decisions.

If you are in pain during the weekend or after office hours to the extent that you need to be seen, you should call the office and talk to the answering service.

RELEASE OF MEDICAL RECORDS: We do not release any medical information without a medical release form signed and dated. For personal use the request has to be in writing and has to be approved by the medical manager. Please allow 3 to 4 business days for the processing and copying of the documents. **There may be a charge for copying materials no greater than \$50.00**, if so a bill will be forwarded along with the record to whom you have designated.

ASSIGNMENT AND RELEASE: I, the undersigned certify that I

- do not have insurance and will pay my bills when due.
- have insurance and assign to CIMA (International Women’s Health Services) The Kane Clinics LLC, all insurance benefits.

I have read the above agreement and agree to all the terms and conditions contained herein and the agreement will be in full force and effect.

Responsible Party Signature

Date

Witness’ Signature

Date