



## FINANCIAL AND PAYMENT POLICY FOR NEAL D JOHNSON, MD

Obviously as a business, we must have policies in place for financial matters. However, we strive to be a patient-sensitive business and work with patients when we can.

- The patient/ parent/ guardian is responsible for any applicable fees at the time of service. These include, but are not limited to: co-pays, co-insurance, deductibles, non-covered services, lab and/or vaccine fees, and self- pay/ non-insurance visit charges.  
Patient-responsible fees for the following services include:  
Medication Refills without an office visit - \$12 for first Rx and \$2 for each additional Rx,  
Controlled substance Medication Refills without an office visit with Dr Johnson - \$15 for 1 Rx, \$30 for 3 Rxs (90 day supply) , Additional controlled Rxs and Same Day Rxs are an additional fee, Letter fee - \$25, Medical Records - TBD, After Hours and Walk-in Urgent Visits - \$20.
- We require a minimum of 24 hours notice for cancellation of annual physical and minor surgical appointments. We hold a 30 minute time slot for these appointments and have many patients needing these times. There will be a \$25 charge when the courtesy of the above 24 hour notice, to cancel, is not provided.
- The patient/ parent/ guardian must furnish valid proof of insurance coverage at the time services are rendered. It is the patient/ parent/ guardian's responsibility to know the medical care benefits covered by their insurance plan. If the care is not covered, or if Neal D. Johnson, M.D., P.A. does not participate in the plan, the patient will be responsible for payment at the time services are rendered.
- The patient/ parent/ guardian is responsible for providing complete and accurate insurance and/or laboratory billing information. This must include insurance ID number, group number, policy claims address and phone number. It is also necessary that you update us of any changes in your name, address, and phone number.  
Failure to do so may result in the denial of a submitted claim and will become the patient's responsibility for full payment.
- This office does not file secondary insurances. We will provide the appropriate information and papers needed for the patient/ parent/ guardian to file the claim.

- We will file with patient/ parent/ guardian's medical insurance for motor vehicle accidents. However, if the claim is denied, payment will become the responsibility of the patient/parent/ guardian. This office does not file with auto insurance policies nor medical insurance of involved other's
- All balances are to be paid within 60 days. Acceptable forms of payment for services rendered are as follows: cash, personal check, Visa, MasterCard, American Express, and Discover. Personal checks that are returned by the bank as non-payable, will result in a returned check fee charge of \$35.00. If balances exceed 60 days, payment arrangements must be made. Speak with the office manager prior to any scheduled appointment. Failure to remit payment on time or on two consecutive months will result in transferring the account balance to a collection agency.

## **COLLECTION POLICY FOR NEAL D JOHNSON, MD**

**Balances that are 60+ Days overdue:** A reminder notice will be sent to the patient/ parent/ guardian requesting immediate contact with the office to make payment or payment arrangements.

**Balances that are 90+ Days overdue without payment arrangements:** The patient/ parent/ guardian will be notified via mail of the following:

1. The account has been transferred to a collection agency.
2. By failure to abide by the office financial payment policy, termination of the doctor- patient relationship is effective 30 days after receipt of the letter, thus allowing the patient/ parent/ guardian to locate and establish medical care with a new physician. Mail returned due to non-forwarding address will result in the account being turned over to a collection agency.

We hope and appreciate that you will stay in ongoing communication with us and work with us as we try to collect balances so that the above steps will not be necessary.