

SWAN UROGYNECOLOGY, PC

Insurance:

As a courtesy to our patients, we gladly file your insurance claims for you. However, per our contract with your insurance company, all co-payments and deductibles are due at the time of service. The balance is your responsibility whether your insurance company pays or not. If your insurance company has not paid your account in full within 45 days, the balance will be automatically due and will expect payment from you in full at that time. We will continue to re-file and work with you and your insurance company to get the payment due and reimburse you, if needed.

Collection Charges, Legal Fees, Finance Charges, FMLA/Disability Paperwork:

In the event your account is placed with an outside agency for collection, you agree to pay all collection cost, court cost and attorney fees incurred to collect your account. Carrying a balance with this office constitutes a credit transaction and as such, you authorize us, or our agent, to report credit activity to the credit bureaus. I also authorize you or your agent to check for address and employment should that be necessary to effect collection.

Any account that has fallen to bad debt must be cleared before any additional services are rendered and will from that point forward be on a cash or credit card payment system from then forward. We will gladly provide you with the forms to file any insurance claims with your carrier.

Leave of Absence, FMLA or disability paperwork completion will incur a \$25 fee that is patient responsibility. This must be paid prior to paperwork completion.

All patient accounts must be in good standing with the office in order to continue care from the providers of Swan Urogynecology, PC.

Cancellation Policy/No Show Policy

A fee of \$25.00 will be issued to your account if an appointment is not cancelled within 24 hours of the schedule time. A fee of \$100 will be issued to your account if a surgery, urodynamic, hysteroscopy or cystoscopy is not cancelled within 24 hours of the scheduled procedure. **These fees are not paid by commercial insurance or Medicare and are the patient's responsibility.** This fee will need to be paid before you will be able to be seen by a provider.

The state of TN does not allow TennCare patients to be billed for late cancellations or no shows. Therefore, after 3 violations of the above policy the patient will be terminated from the practice and given 14 days of emergency care to allow time to become established with a new provider.

Thank you for understanding our Financial Policy. Please let us know if you have questions or concerns.

I have read the Financial Policy and I agree with the above and understand my part.

Signature: _____

Print Name: _____ Date: _____