



Financial & Office Policies

1. **Missed appointments.** Appointments canceled, rescheduled, or missed with less than **24 hours' notice** (or **72 hours** for Annual Wellness Visits) will incur a **\$75 charge**, which is not covered by insurance.
2. **Late arrivals.** If you arrive **more than 15 minutes late**, your visit will be treated as a missed appointment (no-show). You may be rescheduled to another date and time, and the missed appointment charge described in item 1 may apply.
3. **Prescriptions.** Prescriptions will be provided at office visits. If you need a prescription between visits, please call and schedule an appointment. For safety reasons, **we will not** respond to refill requests sent **from pharmacies**.
4. **Walk-ins.** We do see "work-ins" but discourage "walk-ins." This means we will be glad to see you, but please call first. This allows us to be better prepared to serve you and to keep our schedule on time.
5. **Insurance.** Knowing your insurance contract is your responsibility. You are responsible for knowing which laboratories, hospitals, and providers participate with your insurance. Please contact your insurance company with questions about your coverage.
6. **Co-payments and Deductibles.** All co-payments and deductibles must be paid at the time of service; we do not bill for co-payments. This arrangement is part of your contract with your insurance company. A receipt for your co-payment will be provided. The returned check fee is **\$30.00**, and we do not redeposit returned checks; returned check payments and fees are due within 10 days of notification.
7. **Non-covered services.** Some, and perhaps all, of the services you receive may be non-covered or not considered reasonable or necessary by Medicare or other insurers. You must pay for these services in full at the time of your visit.
8. **Proof of Insurance and Identity Protection.** All patients must complete our patient information form before seeing the doctor. We must obtain a copy of a valid government-issued picture ID and a current, valid insurance card. If you fail to provide correct insurance information in a timely manner, you may be responsible for the balance of a claim. It is your responsibility to inform us of any address change immediately. Please be prepared to show your insurance card at every visit. We may ask to see a valid government-issued picture ID at any visit; without the requested ID, you may not be seen.
9. **Claims submission.** We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly, and it is your responsibility to comply with their request. The balance of your claim is your responsibility whether or not your insurance company pays. Your insurance benefit is a contract between you and your insurance company; we are not party to that contract.
10. **Nonpayment and Discharge.** If your account is more than 90 days past due, we may refer it to a collection agency and you may be discharged from this practice. In the event of default, you agree to pay a reasonable attorney's fee, plus any other costs of collection, if your account is turned over to an attorney for collection. If you are discharged from the practice for any reason, you will be notified by regular and certified mail. You will then have **30 days** to find alternative medical care, and during that period we will continue to treat you as necessary.
11. **Worker's Comp and Motor Vehicle Injuries.** We do not see Worker's Compensation cases or injuries sustained in motor vehicle accidents.
12. **Disability.** We do not fill out or complete long-term disability paperwork.
13. **Altered Orders and Documents.** Lab slips, prescriptions, referrals, and other written orders must be used exactly as issued by our office. Writing on, adding tests to, or otherwise altering a written order is **not permitted** and is grounds for discharge from the practice, using the notice process described in item 10. If you believe an order is incorrect or something is missing, please call our office and we will review it with you.
14. **Virtual Scribes and AI Documentation.** We use remote virtual scribes and AI-assisted documentation tools so your provider can focus on you rather than the computer. See our Notice of Privacy Practices for details, and if you prefer they not be used, please tell your provider verbally at that visit, in person or at the start of a telehealth visit.



- 15. Medical records.** To request copies of your medical records, please contact our office. Fees may be charged up to the maximum amounts allowed by Alabama law and federal HIPAA rules, currently: for paper copies, up to **\$1.00 per page** for the first 25 pages and **\$0.50 per page** for each additional page, plus actual postage; for an electronic copy of records we keep electronically, a flat fee of up to **\$6.50**. Requests from attorneys, insurance companies, or other third parties may also be charged a **\$5.00 search fee** and the actual cost of reproducing other special records. Fees are due before records are released unless other arrangements are made.
- 16. Patient Conduct.** We are committed to treating every patient with courtesy and respect, and we expect the same from patients and visitors toward our staff and other patients. Verbal abuse, threats, harassment, discriminatory or offensive remarks, profanity directed at staff, damage to property, and disruptive behavior will not be tolerated, whether in person, by phone, by text or email, or online. Unacceptable conduct may result in discharge from the practice using the notice process described in item 10. Threats or violence may result in immediate dismissal and a report to law enforcement.
- 17. Telehealth Visits.** Telehealth visits are offered at your provider's discretion when appropriate for your concern; some conditions require an in-person exam. For your visit, please be in a private, well-lit location with a reliable internet connection; do not drive or operate a vehicle during the visit; and have your medication list and any home readings (such as blood pressure, blood sugar, or weight) available. Our late-arrival, missed-appointment, and payment policies apply to telehealth visits just as they do to office visits. If you are unable to log in to your audio and video appointment because of technical difficulties within 5 minutes of your scheduled appointment time, you will be asked to reschedule as an in-person appointment. If the connection drops during your visit, we will try to reach you by phone. Telehealth is not for emergencies; for a medical emergency, call 911.
- 18. Good Faith Estimate.** If you do not have insurance or are not using insurance, you have the right to receive a Good Faith Estimate of the expected charges for your care. If you receive a bill that is at least \$400 more than your Good Faith Estimate, you can dispute the bill. For more information, visit www.cms.gov/nosurprises or call 1-800-985-3059.

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