

## Important Company Policies

**We strive to provide you with the best personalized care available. To make this possible we adhere to a set of very important policies. Please read them carefully and indicate your acknowledgement by signing at the bottom.**

**\*Note: While these policies are not negotiable, we are VERY understanding of life situations and will try to work with you when or if those situations arise.**

### **Late Policy “10-minutes”**

Being late by more than 10 minutes may require you to reschedule or wait for the next available opening. There are no guarantees since openings due to cancellations are unpredictable. We discourage appointment overlap due to tardiness because this undeservedly compromises the care of another patient.

### **24-Hour advance Notice Fee**

If you wish to change or cancel your appointment we require a minimum **24-hour advance notice**. Anything less may result in a **\$25 fee** charged to your account. It costs us money to make appointments available to you. Whether you attend or not we still accrue the expense (for staff wages, rent, etc.). We do not charge you the actual cost for that appointment but rather a mere **\$25 fee**. We do NOT make money with this charge; it's only to act as a deterrent from making last minute changes. Advance notice allows someone else (who needs it) time to reserve it in place of you. We understand extenuating circumstances may sometime apply, if so, please let us know as soon as possible. **YOUR COURTEOUS CONSIDERATION AND UNDERSTANDING ARE APPRECIATED.**

### **Co-pays and Self-Payment will be due at time of each visit**

If you happen to forget your wallet or checkbook we may still be able to see you however payment will be expected at the time of or before your next appointment. Additionally, if you fail to return for further visits you will still be responsible for any balance owed on your account. This allows you to keep your appointments however multiple offenses or extended delay in payment may result in a small surcharge.

### **No-shows are bad**

If you fail to show for an appointment without notice all future appointments may be removed and a **\$25 fee** assessed to your account for that visit. You may reschedule appointments again on a “first come, first serve basis” when you have paid for the missed visit in full. **\*NOTE: Refusing to return for any further visits does not remove this fee.** As mentioned above, we understand extenuating circumstances may apply. If so, let us know the circumstances that prevented you from calling to cancel 24 hours in advance and this fee may be waived for the first incident.

### **Cell phones must be shut OFF or silent**

We realize emergencies may arise and therefore allow you to carry your phone during your session, however please be courteous and set to vibrate / silent mode or turn off. Thank you.

### **Children requiring supervision are NOT allowed to be left unattended in the reception area**

You may not bring children who require supervision with you and leave them unattended in the reception area. Likewise, if a child is a source of distraction from your care, we request that the child not attend your appointment. If your child does not require supervision and is capable of waiting for you quietly without disruption to our reception area then you may bring them. If any disturbance is caused to other patients or staff members you may be asked to terminate your session early and attend to your child.

### **Financial Hardship**

If you are experiencing financial difficulties and are unable to afford co-pays associated with your services we have a “Financial Hardship Form” which may be filled out. If you qualify for financial assistance according to the Federal guidelines, we may legally assist you by waiving or discounting your (patient responsibility) portion of the bill. Ask the front desk person for assistance.

### **Important Notice from the Federal Government:**

“It is unlawful to routinely avoid paying your co-pay, deductible or co-insurance payments... even if your doctor allows it. Unless you complete a “Financial Hardship” form and qualify for financial assistance under Federal Standards, you may NOT routinely evade paying your responsibility portions for medical care as outlined in your insurance plan even if your doctor allows it. You both may be charged for breaking the law. This includes services deemed as “professional courtesy” and “TWIP’s—Take what insurance pays”. Failure to comply places you in violation of the following laws: Federal False Claims Act, Federal Anti-Kickback Statute, Federal Insurance Fraud Laws, State Insurance Fraud Laws, Failure to comply may result in civil money penalties (CMP) in accordance with the new provision section 1128 A(a)(5) of Health Insurance Portability and Accountability Act of 1996 [section 231 (h) of HIPAA]. Exceptional cases do apply. Please see contact info for more information. Office of Inspector General, Department of Health and Human Services. Contact by phone: 202-619-1343, by fax: 202-260-8512, by email: [paffairs@oig.hhs.gov](mailto:paffairs@oig.hhs.gov), by mail: Office of Inspector General, Office of Public Affairs, Department of Health and Human Services, Room 5541 Cohen Building, 333 Independence Avenue, S.W. Washington, D.C. 20201, Office of Counsel to the Inspector General, 202-619-0089.

I have read and understand all the policies on this form.

**Signed** \_\_\_\_\_ **Date:** \_\_\_\_\_