



4647 S. Clyde Morris Blvd. Suite 502 Port Orange, FL 32129 Ph: 386-202-2714 F: 386-202-2708

## Financial Policy

### Cash and Insurance Policies:

- At your first visit, we require payment in full. For subsequent visits, our office collects payment for services rendered on a “once per week” basis. Your payment for services rendered Wednesday through Monday will be collected in one transaction on the following Tuesday.
  - Payments may be made with cash, check, Visa, Mastercard, Discover
  - There is a \$25 fee for returned checks.
- All patients are considered Cash paying patients until their respective insurance coverage and deductible may be verified by our staff.
- If you have insurance, we will gladly accept assignment and bill **covered** services to your insurance plan.
  - Insurance billing is done as a courtesy to the patient; Insurance contracts are between the patient and the insurance company. You are responsible for understanding your chiropractic insurance coverages.
  - Verifying benefits is not a guarantee of payment by your insurance company. We do our best to obtain correct information but cannot guarantee the accuracy of information. If your insurance processes differently than quoted, you will be responsible for any incurred charges
  - Our office will not bill services that we know to be non-covered by your policy, such as more than one modality on a date of service or maintenance services. We will provide you with a receipt, if requested, so that you may inquire with your insurance about reimbursement.
  - For all patient responsibility amounts assigned by insurance, our office reviews these amounts to ensure your claim has been properly adjudicated. If a claim appears to not process properly, we will contact the insurance company to begin working to resolve the issue. We may ask for your assistance in such matters.
- We realize that patients may experience financial hardships. Our team is dedicated to working with the patient and making appropriate arrangements when applicable. If such problems arise, we encourage you to contact us promptly to discuss what options are available.

### Credit Card On File Policy:

- We have implemented a policy requiring a credit card held on file.
  - These cards are stored in our PCI compliant payment processing software.
  - Stored cards **will be used** to complete the weekly payment transaction.
  - **We will not** process your card on file for unexpected balances, or payment for services rendered more than 10 days prior.
    - In the case of unexpected balances, or aging services, you will be sent a statement with the balance due. You may then reach out to our office to authorize the transaction of your stored card.

By signing below, I acknowledge that I have completely read and understand this agreement in its entirety and agree to the conditions within this agreement.

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Patient or Guardian (w/ relationship)

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Date