



FINANCIAL POLICIES

Effective January 1, 2020

Uninsured Policy:

If you are uninsured, you will be required to pay \$75.00 at the time of your appointment. You will be billed for the balance of your appointment total. Should you need to set up a payment plan, our Business Office staff is available to assist you with this. A billing representative can be reached at (804) 288-0399.

High Deductible Insurance Policy:

If you have a high deductible insurance plan, you will be required to pay \$75.00 at the time of your appointment. You will be billed for any remaining deductible and/or co-insurance once your insurance company processes your claim.

Missed Appointment Policy:

Our medical offices charge a fee for missed appointments and appointments cancelled without 24 hours' notice. □ A \$25.00 fee will be charged for missed office visits. □ A \$50.00 fee will be charged for missed physicals, wellness visits, diabetic education visits or any diagnostic testing visits.

Form Completion Policy:

Our offices are available to assist you in completing any forms you may need. There is a charge for the completion of any form or letter. Fees range from \$10.00 - \$40.00, depending on the information or documentation required to complete the form. Payment is due at the time the form is retrieved.

Have Questions?

Our Central Business Office is here to assist you with any questions you may have about our policy changes, as well as any insurance or billing concerns you may have. Billing representatives are available Monday thru Friday from 7:00 am – 5:00 pm. Please call the billing representatives first, rather than the provider's office, and they will contact your provider if more information is needed. We can be reached at (804) 288-0399.