

Office Policies

Insurance Claims: I understand that the filing of claims is a courtesy provided by this practice and is not legally required to be performed on my behalf.

I understand that my insurance policy is a contract between myself and my insurance company and I will abide by the requirements of that contract. These requirements include:

- **Copays are due at the time of service, before I am seen.**
- **I must present a current insurance card to the practice:**
 - (1) **Whenever I am issued a new card**
 - (2) **Whenever requested for verification of my policy**
- I agree to direct my insurance company to pay any fees due for services received through this practice directly to Mountain View Internal Medicine and Pediatrics
- **I understand that I am financially responsible for any balances due once the insurance company has rendered its payments according to my coverage.**

Further:

- If my account balance becomes delinquent to the point of being turned over to a collections agency (at 90 days overdue), I will be subject to additional collection and court fees.
- Any balance on my account must be paid before I receive further care.

Missed Appointments

- I understand that I may be subject to a **\$25 charge for missed appointments**, including appointments that are cancelled with less than 8 hours' notice.
- Multiple missed appointments (3) may result in dismissal from the practice.

Late Arrivals

- **If I arrive 10 minutes past my scheduled appointment time, I WILL NOT BE SEEN** at that time, as I will not be able to receive the proper care by my provider in a shortened visit time, and because it would disrupt the schedules of other patients who also have appointments.
- My appointment date/time will be confirmed verbally when scheduling. It is my responsibility to confirm/clarify that date and time (by opting in for automated reminders or by contacting that office) at some point *BEFORE* my appointment date.