

Thank you for choosing VeinCare Experts.

Please take a moment to read this overview of some of our financial policies.

Information regarding insurance coverage

We understand that details of insurance coverage may be confusing and our office will make every effort to assist you in documenting coverage and following proper procedures. However, it is your responsibility to be informed of and understand the details of your health insurance coverage and to fulfill any associated requirements (e.g. required referrals or precertification). It is also your responsibility to provide our office with all required information regarding your health insurance coverage. It is important to notify us of any changes to your insurance information. If complications arise during the billing process, you have an obligation to promptly provide assistance and information to our billing office and if your failure to provide information in a timely fashion results in denial of coverage, you may, in certain circumstances, become personally responsible for payment for services.

Any co-pays are due at time of service. After your claim is adjudicated by your insurance, any balance remaining, including co-pay, co-insurance, and deductibles become your responsibility and you will begin receiving statements to that extent.

Uninsured Patients or Services Not Covered by Insurance

If you do not have current health insurance or if services provided are not covered by insurance, the entire payment for any services performed is due at the time of service. Our billing office may arrange for a payment plan if necessary.

Non-Participating Provider

If we do not participate with your health insurance carrier, then you are responsible for full payment at time of service. Upon your request, we will provide a statement for your records and reimbursement purposes. At our discretion, we may directly bill your insurance as an out-of-network provider in lieu of accepting payment directly from you. If we do so, you agree to assign your payment rights to our office and forward us any payment you receive relative to the services.

Types of Payment

We accept cash, checks, Visa, Mastercard, or Discover.

Collection of Outstanding Balances

All outstanding balances shall be due within 30 days. In cases of financial hardship, we will make an effort to work with you on a prearranged payment plan. Balances that remain outstanding for a period of 90 days or more may be referred to a collection agency or attorney's office. In such cases, you may be responsible for paying a collection charge and/or attorneys' fees and court costs in addition to your outstanding balance and applicable interest.

Missed Appointments

It is important that you appear for all scheduled appointments. As a courtesy, we usually (but need not) call or electronically confirm your appointment a day or two before the scheduled appointment. Your failure to cancel an appointment in a timely manner (i.e. at least 24 hours prior to the visit) deprives other patients of an opportunity to visit our office. We reserve the right to charge a missed appointment fee of \$25-\$75 based on the type and length of appointment if you fail to appear for a scheduled appointment and have not provided at least 24 hours advanced notice of cancellation. We recognize the fact that circumstances may arise which may not permit 24 hours advance notice of cancellation, and these will be considered on a case by case basis.