

PROFESSIONAL SERVICE AGREEMENT

Thank you for choosing our practice as your health care provider. We are committed to your medical treatment being successful. It is our doctor's belief that the effectiveness of our practice and staff depends on the efforts of you, our patient, as well as those of our physicians and staff.

MISSED APPOINTMENTS AND CANCELLATIONS

It is your responsibility to give the office 48 hour advanced notice of any appointment cancellation. If you fail to notify the office, a \$25.00 (twenty-five dollar) charge (not reimbursable by insurance carrier) will be charged to your account for any missed office appointment. If you fail to cancel an endoscopy appointment, a \$50.00 (fifty dollar) charge (not reimbursable by insurance carrier) will be charged to your account. If you show a pattern of missed appointments without cancellation, then you may be instructed to seek your healthcare elsewhere.

KNOWING YOUR PLAN REQUIREMENTS

Patients should know the requirements of their individual insurance plans. This may mean that you need to contact your insurance carrier to check on their requirements and/or plan limitations.

You are required to know which hospitals or ambulatory surgery centers are covered by your plan prior to your initial visit with our physician so scheduling may be done at the correct facility. If precertification is required for a procedure we are performing, it is your responsibility to inform our office that precertification needs to be obtained for the procedure. Our staff will then contact your carrier to obtain the precertification required.

Your insurance policy is a contract between you and your carrier. We **cannot** guarantee payment of your claims and our office will **not** accept responsibility of negotiating claims with your insurance carrier or other facilities. You are ultimately responsible for payment of the services provided by our physician and facilities, regardless of the status of the insurance claim. If your carrier pays only a portion of your bill or rejects the claim, any contact for explanation should be made by you, the policy holder. Reduction or rejection of your claim by your carrier does not relieve you of financial obligation incurred with our office. If necessary we will lend assistance when needed to help process your rejected claims.

Screening colonoscopies are becoming a common benefit of major carriers. If you do have colon screening coverage, make sure that our staff is aware to schedule your colonoscopy as a screening, if that is appropriate, rather than a diagnostic procedure so we can bill properly to get the highest benefit possible.

MEDICARE

We do accept Medicare assignment and will bill one secondary insurance as a courtesy. You will be asked to sign an "Advanced Beneficiary Notice" for all services that Medicare may not cover, which would then be your responsibility to pay.

