

## FINANCIAL POLICY

### Understanding Our Billing Process

Thank you for choosing Dothan Hematology & Oncology as your healthcare provider. As our patient, we care about you and want you to understand our billing process and your financial responsibility. Our promise is to work with you to minimize or eliminate any out of pocket cost. Please read carefully and become familiar with the services provided by our insurance department.

### Health Insurance

Dothan Hematology & Oncology participates with Medicare, Medicaid and most major insurance companies. We recommend that you check with your employer or insurance company to see if you have access to healthcare services with our practice, otherwise you may be responsible for the cost of all or a large portion of your healthcare services. Please provide health information when you register. This includes identification, name of your insurance company, group number, plan number or other identifying numbers, claims filing address, insurance company's telephone number and insurance cards.

### Information Update

It is your responsibility to inform us of any insurance or personal change. Incorrect information can cause payment delays or denials that could ultimately leave you responsible for payment.

### Filing Insurance Claims

Dothan Hematology & Oncology will bill the primary insurance company for your services, and if applicable your secondary insurance company as a courtesy. It is important to remember that health coverage varies and some services may not be covered. If you have questions regarding your health coverage, please call your insurance company to better understand how your policy works prior to receiving care in this office.

### Non Covered Services

There are times when an insurance company may determine that certain services are non-covered. You will be expected to pay before those services are provided unless acceptable arrangements have been made.

### Co-Payments & deductibles

Co-pays and other balance are due on the day you receive services. If your insurance carrier requires such out of pocket cost, you will be required to pay an estimated coinsurance or a deductible related to the services provided unless prior arrangements have been made with our insurance department. If you have any questions regarding co-payments and deductibles, please call your insurance company for policy guidelines.

### Limited or No Insurance Coverage

Dothan Hematology & Oncology requires a deposit equal to the estimated cost of services prior to treatments being provided in the office.

I have read, understand and agree to information stated above.

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Signature of Patient or Responsible Party

Date

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Signature of Witness

Date