

Parkinson's and Movement Disorders Center of Maryland
FINANCIAL AND OFFICE POLICIES

PAYMENT OF MEDICAL BILLS

Our policy is payment must be made at the time services are rendered. Whether or not your insurance company pays in full, a portion, or no portion of your medical bills is a matter between you and your insurance carrier. Unless other arrangements have been made, any unpaid balances are due within 90 days of treatment. If payment is not received within 90 days of treatment, your account may be referred to collections and appointments will be cancelled until the balance is paid in full. Payment is accepted in the form of cash, check, or credit card. If payment is made by check and the check is returned, there will be a returned check fee of \$25.00 charged to your account.

REFERRALS

Referrals are the patient's responsibility. Our office must have a valid referral from the primary care physician's office on file before the patient's appointment. Patients are given the following two options if a valid referral is not on file:

1. Pay for the appointment in full. Cash, checks, Money Orders, and all major credit cards except American Express are accepted.
2. Reschedule the appointment after a valid referral is obtained.

Referrals may be considered invalid if:

- the referral is not from the primary care physician
- the referral is not signed
- there is not start and/or expiration date on the referral
- the referral is not legible
- the expiration date has passed
- the number of visits allowed have been used
- any alterations have been made on the referral not by the primary care office

CO-PAYS

Co-pays are due at the time services are rendered. Cash, checks, Money Orders, and all major credit cards except American Express are accepted.

CHANGE OF INSURANCE

Patients that have a change of insurance but do not inform us of the change prior to the services being rendered will accept responsibility for payment for these services. Our office does not submit claims to insurances received after date of service.

Patients that receive Botox, Myobloc, Dysport or Xeomin injections must inform us as soon as a change in insurance has been made. Prior authorizations of these services may take up to 90 days. Patients that do not inform us prior to their scheduled appointment will not be injected. If a patient informs us after an injection has been preformed, the balance becomes the patient's responsibility.

ACCEPTED INSURANCE

Due to the numerous insurance companies and plans, our office asks patients to call their insurance companies and verify their doctor is a participating provider within their plan. Any balances accrued due to our physicians not being participating providers, will be the responsibility of the patient.

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CLAIM SUBMISSION

As a courtesy to our patients, we will submit claims to primary and secondary insurances only. We will provide any information needed for patients to submit their own claims to third insurances.

APPOINTMENTS

As a courtesy to our patients, our office currently uses a telephone service that provides confirmation calls to all patients 48 hours prior to the appointment date. Due to our doctors' full schedules, we require 48 hours notice for non-emergency cancellations. No call-No Shows and cancellations made less than 48 hours prior to the appointment date for non-emergency reasons will be subject to the following fees:

- \$25.00 Follow up and BOTOX appointments
- \$40.00 New patient and DBS appointments.

PAPERWORK

Disability paperwork that must be completed by the physician has a fee of \$10.00/per page. Payment is expected within 30 days or by the next date of service, which ever occurs first.

MVA paperwork that must be completed by the physician has a flat fee of \$25.00. Payment is expected within 30 days or by the next date of service, which ever occurs first.

RECORDS

Records are available for pick up or to be sent for the following fees plus any postage fees needed to send the records (except to physicians):

- \$22.18 Retrieval Fee
- \$0.73 Per Page

Payment is expected within 30 days or by the next date of service, which ever occurs first.

PRESCRIPTION REFILLS

Our office has 48 hour turn-around period for all prescription refills. Our office mails and/or faxes prescriptions to mail order pharmacies when patients provide all information needed for the company to process the order.

INJECTIONS

Toxin injections are not able to be preformed on a first visit evaluation due insurance companies and our office requiring prior authorizations, which may take up to 90 days to process. In order for our office to submit claims including injections to insurance companies, prior authorizations must be obtained prior to injections.

Patients who have not been injected and/or do not have a scheduled appointment within six months of the last injection will have to start the prior authorization process again and toxin will have to be reordered.

ACCEPTANCE OF POLICIES

I have read, understand, and will abide by all the policies enforced by the Parkinson's & Movement Disorders Center of Maryland.

I agree to pay all charges when billed for medical services rendered and accept legal responsibility for any and all charges accrued, including any collections fees.

Patient/Guardian signature

Date