

SALEM NEUROLOGICAL CENTER, P.A.

INSURANCE POLICY

- We file insurance for our patients except liability cases. Please bring any claim forms from your employer that need to be attached to our claim. We do file secondary insurance as a courtesy.
- **Personal Information/Insurance Coverage:** Patients are expected to notify the office of any change in address, telephone number, work status and change in insurance policy or coverage. Some insurance plans require preauthorization for certain services that we provide. It is the patient's responsibility to notify this office if there is a change in coverage or plan change so that we may follow the rules for your insurance carrier. Your failure to provide this information to our office prior to receiving services will result in a denial from your insurance carrier and the patient or guarantor will then be responsible for payment of non-covered services.
- **Referral Policy:** If you have an insurance that requires a referral such as AETNA, TRICARE, CIGNA, etc. you must furnish this at the time of service. You are responsible for obtaining these referrals. Also, it is our policy that if you do not have a referral in hand, you are responsible for any charges incurred at this office, and payment is expected at the time of service. All co-payments are due at the time of service.
- **Medicaid Policy for Established Patients:** If you are Carolina Access, your visit must be prior approved with your "gatekeeper" or primary care physician. Also, we will need a copy of your Medicaid card and you are responsible for any \$3.00 co-payments at the time of service.
- **Collection Policy:** You are expected to pay your copay or monies due at each visit as per the contract with you and your health insurance company. We reserve the right to add finance charges to accounts after 30 days. Our office turns delinquent accounts over to an outside collection agency for accounts that are over 70 days past due. Once an account has been turned over for collections, we will not schedule an appointment until the balance with the collection agency has been paid in full.
- **United Healthcare:** United Healthcare does not cover any nerve block injections under their policies. These services are considered non-covered and payment will be expected by the patient at the time of service.
- **No Insurance Policy:** If you have no insurance, payment is expected at the time of service.
- **Attorney Policy:** We do not work with or wait for settlement from attorneys involving liability, disability, or any cases that would exist for any length of time. If you do not have insurance to cover your balance or have no insurance, payment is expected at the time of service.

PATIENT SIGNATURE: _____ DATE: _____