



Tri-Area Community Health Centers
Ferrum Floyd Laurel Fork
540-365-4469 540-745-9290 276-398-2292

Office Policies

Fees and Payment

Our fees are determined by the time involved and the complexity of the procedure(s), and are the same for all patients, whether or not they have insurance. Payment is expected at the time of service unless prior arrangements have been made. The following methods of payment are available:

- 1) Cash or local check
- 2) Credit cards - MasterCard, Visa, Discover
- 3) Debit cards
- 4) Arrangements other than these must be authorized by the business office.

Insurance

We will file insurance claims for patients upon presentation of a valid insurance card and signed patient authorization. We will also file with a secondary insurance carrier one time. If the secondary insurance carrier will not assign benefits to the Clinic, or becomes difficult to work with, the patient will be responsible for filing future claims.

Your insurance company may pay ALL, PART, or NONE of your charges from this office. The amount paid depends upon your insurance plan. Patients are responsible for their bills, not their insurance company.

Our physicians participate with multiple insurance networks. Credentialing in the various networks takes several months to complete. If you have a question as to whether the physician you are scheduled with participates with your insurance plan, please ask. Physician participation does affect insurance payment.

APPOINTMENT CHANGES

On occasion an emergency situation may arise that would require our rescheduling your appointment. We will call you as early as possible and will use the telephone number you gave us when you made your appointment. Giving an alternate telephone number would be advisable.

In the event that you find it necessary to change your appointment or if you will be late for your appointment, we would appreciate as much advance notice as possible.

COMMUNICATION

Last, but certainly not least--we realize that misunderstandings can occur and that open lines of communication are important in resolving them, so please let us know if there is any concern on your part with any aspect of our office procedures. During normal business hours, please call 276-398-2292.

We sincerely hope that your visit with our office will be satisfactory.

(PLEASE KEEP THIS SHEET FOR FUTURE REFERENCE)