



The Pain Center Of West Virginia
STATEMENT OF FINANCIAL POLICY

Welcome to The Pain Center Of West Virginia, a private physician practice dedicated to the quality, continuing treatment of our patients. To prevent any misunderstandings during the course of your treatment, we ask that you take a moment to review our financial policy.

FEDERAL PROGRAMS All practitioners at The Pain Center Of West Virginia participate with the **Medicare** and **West Virginia Fee-For-Service Medicaid programs**

It is the responsibility of West Virginia Medicaid enrollees to understand their plan. Your plan may require a co-payment or pre-authorization. Ask your representative to explain your benefits.

COMMERCIAL INSURANCE As a courtesy to our patients The Pain Center Of West Virginia files all commercial insurances, as long as the patient has provided us with correct, current information. Insurance is a contract between you and the individual company and it is the responsibility of the patient or insured to follow up with the insurance carrier regarding payment.

Check with our receptionist to find out if we participate with your insurance plan. If we participate with your plan we will accept the payment they determine and bill you for the balance they assign to you. If we do not participate with your plan we will file your claim, and any balance that remains after the claim is paid is your responsibility.

WORKERS' COMPENSATION We accept **West Virginia** workers' compensation cases.

THIRD PARTY LIABILITY We do not file liability or auto insurance. If yours is a liability or auto accident case, please be prepared to make payments on your account.

UNINSURED PATIENTS If you do not have insurance and cannot pay your balance in full, our business office will be glad to work with you on setting up a payment plan.

You may be eligible for some level of financial assistance. Ask to speak to our billing department.

NON-PAYMENT OF YOUR BALANCE **Please be aware that accepting treatment from our physicians implies a contract that includes your agreement to be responsible for payment of all charges.**

It is our policy to send out two statements after your visit to The Pain Center Of West Virginia. If we do not hear from you in the form of a payment or a phone call to our office a collection letter will be sent, requiring a response from you within 15 days. If there is no response to this letter our only conclusion can be that you do not intend to satisfy your debt, and your account will be forwarded to an outside agency or attorney for collection. This may also result in your permanent discharge from our practice.

If your account has been forwarded to a collector it must be paid in full before you can return to us as a patient, and payment will then be required at each visit.

MISSED APPOINTMENTS You share in the responsibility for the success of your treatment at The Pain Center Of West Virginia and are obligated to keep scheduled appointments or cancel with at least 24 hours notice. This is also important to our other patients who may be waiting for an appointment and could fill an empty spot in the schedule. **We reserve the right to charge you for each appointment that is missed or not cancelled within 24 hours.** In the event that you are charged for a missed appointment your next appointment will not be scheduled until the fee has been paid.

COMMUNICATION PREVENTS UNFORTUNATE MISUNDERSTANDINGS. **You should never ignore any bill.** If you have any question at all regarding your insurance, your balance or any other financial issues connected with your treatment at The Pain Center Of West Virginia please do not hesitate to call our business office. We are eager to work with you.

DATE:

SIGNATURE:
