

**Please take a moment to carefully review the following pages. You will be asked to confirm your understanding of all current fees, our Notice of Privacy Practices and our Financial Policy at your appointment.**

## **ACKNOWLEDGEMENT & RECEIPT OF NOTICE OF FINANCIAL AND PRIVACY POLICIES**

Prior to your appointment, we ask all patients to review a copy of Coastal Cardiology's Financial Policy and Notice of Privacy Practices. These current policies are available in the reception area, on our website, and may be requested at any appointment. Questions or concerns about privacy may be brought to the attention of Coastal Cardiology staff by calling 805-782-8844.

## **FINANCIAL POLICY**

Payment is expected at the time of service as specified below. Payment may be provided in various methods, including cash, check, Visa, and MasterCard. Your insurance, if active and properly submitted to the practice, will be billed. Copays, coinsurance, deductibles and non-covered services are your responsibility. If you are unable to pay at the time of service, the service may be rescheduled.

## **COPAYS, COINSURANCE AND DEDUCTIBLES**

It is the financial policy of this practice to collect all co-pays, co-insurance, and deductibles at the time of service, prior to the service. An **estimate** will be provided before the service but may not be exact due to claims in process, outside appointments, etc. Any overpayment will be refunded once the insurance adjudicates the claim, Coastal Cardiology receives an explanation of benefits, and an overpayment is identified. Any underpayment will be billed accordingly.

## **SELF-PAY SERVICES**

Services provided to self-pay patients will be paid in full before the service is performed.

## **WORKER'S COMPENSATION**

Coastal Cardiology is not a worker's compensation provider. Please be aware patients maintain full financial responsibility for the care provided regardless of worker's compensation status.

## **BALANCES & REFUNDS**

Please note all balances are due within thirty (30) days. After thirty (30) days, unpaid balances are considered past due. After sixty (60) days, collection proceedings will begin. At the doctor's discretion, due to the time and expense of collection proceedings, patients sent to collections may be discharged from the practice.

## **REMOTE SERVICES**

Some services such as telehealth, video, remote monitoring, and interprofessional consultations are billed to insurance.

## FINANCIAL HARDSHIP

We recognize extraordinary circumstances can and do occur. In such situations, signed payment arrangements may be made. However, payment agreements do not exceed ninety (90) days without express authorization. Any alternate arrangements must be made in advance of the service. Please communicate freely with your physician and Coastal Cardiology's Business Office staff when they contact you to avoid possible rescheduling of appointments, tests or procedures. Additional inquiries may be directed to the Coastal Cardiology Business Office at 805-782-2244 x509.

## FEES OTHER THAN OFFICE VISITS AND TESTING

Due to rising practice expenses and interconnected demands on our staff, it has become necessary to institute the following charges. Please note that repeated no shows, rescheduling or failure to provide payment for services rendered may result in discharge from the practice for non-compliance. The charges described below are not covered by insurance and are, as a result, the sole responsibility of the patient. As a result, patients may be responsible for all the charges listed below. These fees are published on the Coastal Cardiology website and a current listing of fees may also be requested at any appointment. Additional inquiries may be directed to the Coastal Cardiology Business Office at 805-782-2244 x509.

### MISSED APPOINTMENTS WITHOUT 24-HOUR (CHARGED DIRECTLY TO THE PATIENT)

- Missed Office Visit \$ 25.00
- Rescheduled Office Visit\* \$ 25.00
- Missed Nuclear Test \$ 200.00
- Missed Vascular, Echo or Stress Echo \$ 50.00

*\*This includes appointments changed when necessary labs were not completed.*

### FORMS FEES (CHARGED DIRECTLY TO THE PATIENT)

As a specialty practice, we are not always the appropriate provider to complete forms. Prior approval by the physician is required before a form is brought to our office for completion. We welcome phone calls to clarify our policy. Form fees are not billed to insurance and are your responsibility.

- Disability, FMLA, Life Insurance, DMV, and Other Forms \$ 25.00
- Medical Records (due to record size and time required) \$ 16.00 and up
- Typed Letters (any reason) \$ 25.00

### MISCELLANEOUS FEES (CHARGED DIRECTLY TO THE PATIENT)

- Returned Check Fee \$ 25.00
- After Hours / Answering Service Calls \$ 25.00
- Copies of Test Images \$ 25.00

## TELEHEALTH, TELEVISIT, AND TELEMEDICINE FEES

During the COVID-19 (Coronavirus) pandemic, insurance should cover telehealth services. If there is a coinsurance or copay that will be difficult for you to pay, please call the Coastal

Cardiology Business Office at 805-782-2244 x509 for assistance. We are happy to work through your specific circumstances.

## TELEHEALTH VIDEO TELEVISITS VIA COMPUTER OR SMART PHONE

- Established Patients Fees \$80-304.00
- New Patients Fees \$160-429.00

## TELEHEALTH AUDIO ONLY VISITS VIA PHONE

- Established Patients Fees \$25-304
- New Patients Fees \$25-429.00

## TELEHEALTH PATIENT PORTAL ONLINE CORRESPONDENCE (ESTABLISHED PATIENTS ONLY)

- Provider Communication Outside an Appointment \$25-90.00

## MISCELLANEOUS

Interprofessional consults, extensive portal messaging, and remote monitoring of warfarin (Coumadin), electrocardiograms (EKGs), and blood pressure checks may also be billed to your insurance. Any concerns regarding cost should be directed to your healthcare provider or the Coastal Cardiology Business Office at 805-782-8844 x509.

**This policy will be updated from time to time. Please be sure you are accessing the most current version on our website, from a receptionist, etc.**