

# BELLINGHAM OSTEOPATHIC CENTER, PC

## Office Policies

Dear Patient,

Welcome! This contract is to help you become acquainted with our office policies. Please review this information carefully and sign below. Thank you!

### ***Litigation, Court Trials and Depositions***

DR. KEITH SWAN & DR. SHARON STANLEY DO NOT DO LEGAL WORK AND WILL NOT TESTIFY IN COURT, unless by prior arrangements have been made by an attorney. If you are involved in a personal injury lawsuit, or are planning on hiring an attorney, it would be in your best interest to seek the care of another physician.

### ***Specialists***

The doctors at Bellingham Osteopathic Center (BOC) are *specialists*, not primary care providers. Questions regarding primary care should be directed to your primary care provider. Here are some details on the doctors' specialties:

- Dr. Keith Swan specializes in traditional osteopathy and medical acupuncture.
- Dr. Sharon Stanley specializes in traditional osteopathy and traditional homeopathy.

### ***Missed Appointments***

Bellingham Osteopathic Center has a 24-hour cancellation notice policy. A fee of \$150.00 will be added to your account for missed appointments or cancellations that occur within the 24-hour period prior to your scheduled appointment time. If you have an emergency or cancel your appointment more than 24 hours prior to your scheduled appointment, no charge will be made. We do track cancellations and offer one grace cancellation with less than 24-hour notification.

### ***Insurance***

Bellingham Osteopathic Center accepts many different insurance plans, if you do not see your plan listed below, please ask our receptionist and we would be happy to assist you in the details of which plans we will bill out on your behalf.

We are currently **contracted with:**

- Group Health (No HMO)
- Regence
- Uniform
- Premera
- United Healthcare (No Community Plan)
- Lifewise
- Aetna
- Humana
- Cigna
- Tricare
- Multiplan / Beechstreet / PHCS
- Blue Cross Blue Shield
- Medicare Plans
- First Choice

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We regret that we are **unable to accept** the following at this time:

- Disability Insurance
- Worker's Compensation
- Liens
- Medicaid Plans
- Personal Injury Lawsuit Case

If you have Medicaid (DSHS/Provider One) secondary to Medicare you will be responsible for all Medicare deductibles and coinsurance amounts for any plans other than QMB (Qualified Medicare Beneficiaries)

**Any amount not covered by insurance for whatever reason may be owed by the patient to Bellingham Osteopathic Center.** It can take 3-10 weeks for us to hear back from your insurance.

#### ***Payment & Billing***

Unless previously arranged, all co-payments and outstanding balances are due on the date of service. Bellingham Osteopathic Center bills patients monthly for any outstanding balance. We understand that sometimes financial hardship can occur. If you are unable to keep up with your medical bills from Bellingham Osteopathic Center, please contact our office @360-746-8827. If payments are not received and you have not contacted our office, you may be subject to late fees.

There will be a \$25.00 fee for each bounced check made out to Bellingham Osteopathic Center.

Occasionally, insurance carriers mistakenly reject coverage for a visit, pay for an incorrect amount, or simply fail to respond to a claim. Once informed of this it can take months for your insurance to re-process the claim and send us the correct payment/information. In the event this occurs, the patient may receive a bill for a visit that seemingly should have appeared on previous bills. We apologize for any delay and ask for your understanding as we do our best to help your insurance carrier correct these mishaps as early as possible.

If it has been three years or more since your last appointment, you will be considered a new patient and will be expected to pay a new patient rate. Patient medical records are retained for 7-years before being confidentially shredded.

***Any and all questions or concerns regarding the details of your specific healthcare plan and coverage should be directed to your insurance carrier.*** Insurance companies typically send an *Explanation of Benefits* form to you outlining what amount is covered, what amount is not covered (if any) and why, along with information on co-payments, co-insurance, adjustments and deductibles, if applicable.

BOC accepts specialist co-payment, which may be different than your standard co-payment. If the specialist co-pay is not listed on your ID card we will initially collect the co-payment that appears on your card and settle the difference at a later date, *if your insurance determines there is a difference.*

It is the patient's responsibility to update new or modified insurance information with our office prior to your visit, as well as provide us with a copy of your most recently issued insurance card.

***If you have a deductible, your insurance will notify us what amount was credited towards your deductible for each visit, that amount is then owed to Bellingham Osteopathic Center during our normal billing cycle.***

***Please note:*** once a visit has been credited towards your insurance deductible we cannot retract it.

#### ***Referrals***

It is the patient's responsibility to obtain an insurance referral prior to services if the insurance requires it. If the required referral is not obtained and the insurance denies payment, the patient will be financially responsible.

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Thank you for taking time to review our office policies. By signing this document, you agree to the information contained herein.

Sincerely,  
Bellingham Osteopathic Center, PC

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Patient Printed Name

\_\_\_\_\_  
Today's Date

(If under 18, please have a Parent or Legal Guardian sign below)

\_\_\_\_\_  
Parent or Legal Guardian Signature

\_\_\_\_\_  
Parent or Legal Guardian Printed Name

\_\_\_\_\_  
Today's Date