



Financial Policies

Our primary goal is to provide excellent health care to all our patients. It is necessary, however, to establish policies to avoid misunderstandings. We would like to clarify the following policies that are followed by our practice:

Insurance Coverage. We participate in many insurance plans; however, we do not file automobile or other third party liability claims (accident policies, litigations, etc.). If you are not insured by a plan we do business with, payment in full is expected at each visit. Knowing your insurance benefits is your responsibility. You are responsible for the portion of your charges that are not covered. Please contact your insurance company with any questions about your coverage or claims processing.

Proof of Insurance. All patients must complete our patient information form before seeing the doctor. We must obtain a copy of your driver's license and current, valid proof of insurance. If you don't have an up-to-date insurance card, payment in full for each visit is required until we can verify your coverage. If you fail to provide us with the correct insurance information in a timely manner, you will be responsible for the charges incurred. If any information changes, you must notify us before your next visit so we can make the appropriate changes to help you receive your maximum benefits.

Co-Payments and Balances. Co-payments are due at the time you check in. This arrangement is part of your contract with your insurance company. Please note that Orthopaedic Specialists of Austin physicians are specialty physicians, and higher co-pays might apply. If you cannot pay your co-payment, you might have to re-schedule your appointment. Unpaid deductibles, co-insurance percentages, and other outstanding balances are also due upon checking in with our front office. If payment is unable to be made in full, financing options or payment plans are available.

Referrals. It is your responsibility to obtain valid referrals from your primary care physician (PCP) if your insurance company requires them. If you do not have your referral at the time of your appointment, you will need to re-schedule your appointment or pay for the visit before you see the doctor.

Work-Related Injuries. You must tell our office if your injury/condition is work-related, and we must verify your claim before your appointment. If you work for an employer who is covered under provisions of the Texas Workers' Compensation Act, any injury/condition caused while performing services for the employer must be filed under Workers' Compensation according to Texas law. If your Worker's Compensation claim is found to be fraudulent or non-compensable, you will be fully responsible for all charges.

Non-Payment. Statements are due and payable in full upon receipt. In the event that your bank returns payment made by a personal check, a service fee of \$25.00 will be billed to your account. If any balance is outstanding, we might refer your account to a collection agency, and you might be discharged from this practice. If this office must take action to collect an outstanding balance on your account, you will be responsible for payment of all costs of such collection efforts.

Please let us know if you have any questions or concerns.

I have read and understand the financial policies and agree to abide by all guidelines:

Printed name of patient or responsible party

Signature of patient or responsible party

Date