

FINANCIAL POLICY

The following information is provided to you in order to avoid any misunderstandings concerning payments for professional services from Twin Cities Orthopedics (TCO) and Catalyst Medical Clinic (CMC):

Co-Payments: All co-payments are due at the time of service. Most major credit cards are accepted.

Insurance Benefits, Referrals and Pre-Certifications: Referrals to see TCO/CMC physicians and prior authorizations for procedures (such as MRI, therapy, or surgery) are the patient's responsibility. If a patient does not obtain the appropriate referrals or authorizations and his/her claims are denied, payment will become the patient's responsibility and due upon receipt of a billing statement. It is patient responsibility to understand his or her insurance benefits and out-of-pocket expenses (including but not limited to non-physician services such as therapy or supplies).

Insurance Claims: As a courtesy, TCO/CMC file claims for benefits with all insurance companies with claims offices within the United States or its territories. Patient coinsurance, deductibles, or remaining patient responsibility not to exceed the insurance allowable is due upon receipt of a TCO/CMC billing statement. Contact the Billing Customer Service staff at 952-512-5625 with any questions.

Uninsured: Patients without insurance are required to pay a down payment of \$200.00 for an initial office visit or \$500.00 for an initial fracture care visit prior to services rendered. Any remaining amounts will be balanced billed to the patient. Monthly payments are not possible for elective surgery charges or MRIs; these services require 100% of payment prior to the service being rendered. If the patient does not bring in required payment at the time of service, the patient may be rescheduled to another day when payment can be made. A prompt pay discount of 20% will be offered for payment in full, if received within 10 days of receiving the first statement. The discount **does not** apply to coinsurance, deductible or patient responsibility amounts discounted by a third party payor.

Uncompensated Care Program: TCO/CMC does offer an uncompensated care/financial hardship program. Please contact the TCO Billing Customer Service Department (952-512-5625) to review this program.

Finance Charges: Finance charges may be imposed on accounts beginning 60 days from the date of the initial billing statement. At present the interest rate is 6% per year.

Past Due Balances: Any balance over 90 days old following the initial notice may be placed with a collection agency and/or Credit Bureau. Prior to initiating additional treatment for a new problem, all balances must be paid in full to either TCO/CMC or its collection agency. If your account is placed with a collection agency, you may be dismissed as a patient from TCO/CMC.

TCO/CMC firmly believes in quality doctor-patient relationships. This is based upon good understanding and communication. The staff of TCO/CMC makes every effort to clarify any misunderstanding you have concerning your balance. If you have questions concerning our policy or need assistance, please contact us at 952-512-5625.

Patient/Guarantor Signature: _____ Date: _____

NOTICE OF PRIVACY PRACTICES

I acknowledge that I have received a copy and/or have been made aware of TCO/CMC's Privacy Practices that are posted in the clinic reception area. I understand that I may contact TCO/CMC at any time to obtain a current copy of the Notice of Privacy Practices.

Patient/Guarantor Signature: _____ Date: _____

Patient Name (please print): _____ DOB: _____