

# DR. LISA BENEST OFFICE PAYMENT POLICY

## Patient Copy

**PAYMENTS DUE:** Payments for medical services are due on the day of service. Payments for cosmetic services are due before scheduling the appt. Medical payments include all copays, coinsurances, and deductibles. If you do not know what your co-payment, coinsurance and/or deductible is, our Billing Department will be glad to help you contact your insurance company for that information. If you have not met your deductible, the full amount of the visit is due on the day of service. Please ask your doctor about charges before procedures are done. If you have overpaid, that money will be returned to you promptly after we receive your insurance company's explanation of benefits (EOB).

**METHODS OF PAYMENT ACCEPTED:** We accept Cash, Checks, and VISA, MasterCard or American Express cards.

**STATEMENTS:** Statements are sent twice a month. Payment is due upon receipt of the statement.

**CHANGES OF ADDRESS:** Every effort will be made to ensure that you receive timely communications relating to your account, however you are responsible for letting us know if you have changed your address or phone number.

**LATE FEES:** Payments not received within 45 days will be assessed a late fee of \$15.00. Accounts not paid within 90 days will be sent to Collections.

**CANCELLATIONS:** Our office will call to confirm your appointment within 24-48 hours prior to your appointment. If you cannot make your scheduled appointment, please call as soon as possible to let us know in order for us to schedule someone else. If you do not show, a \$25 fee may be assessed.

**IDENTIFICATION REQUIRED:** You will be required to supply your Social Security number for identification purposes. As per HIPAA (Health Insurance Portability and Accountability Act of 1996), this information is protected by federal law and will not be used by us for any purpose other than for the collection of a debt.

**BILLING QUESTIONS:** Our billing department is available from 8:00am to 6:00pm, Monday through Friday to assist you or to answer any questions that you may have regarding your account. If you have any questions about your charges, please contact us at (818) 729-9149.

**COSMETIC PACKAGES:** Cosmetic treatments are sold in packages in order to offer larger discounts to our patients. If those packages are broken up then the treatments already used will be billed at the individual treatment rates.