



## Tuttle Chiropractic Center, P.S.

### **Office Policies**

Following is an explanation of our clinic policy. We believe that a clear definition of our policy allows us to concentrate on the big issue--retaining and maintaining your health. We will be happy to answer any questions you have regarding our policy, your account, or your insurance coverage.

#### **INSURANCE INFORMATION**

It is important that you understand that *health and accident insurance policies are an agreement between the insurance carrier and you, the patient, their insured*. Of course, Tuttle Chiropractic Center, P.S. will prepare any necessary reports and forms necessary to assist you in making collection from the insurance company. Furthermore, any amount authorized to be paid directly to Tuttle Chiropractic Center, P.S. will be credited to your account upon receipt.

However, you must clearly understand and agree that all services rendered to you are charged directly to you and you are personally responsible for payment. In order to facilitate the correct and rapid processing of your insurance claim, we suggest you do the following: Call your insurance agent to determine exactly what coverage you have. Ask: (A) what deductible, if any, applies to your policy; and (B) how much of your claim will your insurance company pay.

1. Obtain insurance forms from your agent or company, fill in the required personal information, and bring them to our office. Be sure to write down all information concerning any injury (auto, freight lifting, slipping, etc.).
2. When you bring your insurance forms to our office, please ask one of our staff to double-check them. This will avoid unnecessary errors and give you a chance to ask any questions that you may have regarding your claim.
3. If your policy has a deductible, then may we suggest that you pay this amount on the onset of your care. We will also recommend that you keep your account current on at least a monthly basis. Any reimbursement from your insurance company will be promptly credited to your account or sent to you if you have already paid your bill.
4. If you are an auto accident or on-the-job injury victim, we suggest you discuss your coverage with our insurance office. We may have suggestions that will help you in this regard.
5. You will be asked to authorize Tuttle Chiropractic Center, P.S. to furnish information regarding your case directly to your insurance company and to assign all benefits as a result of the claim. This will expedite its handling.

6. Please be informed of your own insurance coverage; however, if you have any questions feel free to ask. Our staff is experienced in insurance claim handling and will be glad to help in any way they can.

#### **PATIENT PAYMENT SCHEDULE**

We feel that our patients' health needs are paramount. Therefore, the following payment schedule is an attempt to allow the patient to receive the care he/she needs and reduce the balance on a monthly schedule, rather than paying for visits as they are received.

1. 25% of the first visit charges are due on the first day of service. Balance of the first visit charges is due in payment on the 15<sup>th</sup> or 30<sup>th</sup> of each month.
2. Monthly payments are required on all unpaid balances. Payments must be paid monthly or semi-monthly.
3. There will be a 1% finance charge added to all balances after thirty (30) days.
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#### **INSURANCE POLICY**

Most insurance policies now cover chiropractic care. We will be happy to file your primary insurance forms for you and do everything we can to assure you proper reimbursement. We will release your x-rays to another doctor after you sign a release / transfer form and your account has been paid in full, unless you have been referred for a consultation. We need 48 hours notice to enable us to mail them in time for your appointment.

#### **APPOINTMENT POLICY**

To better serve our patients, please notify our office when you are not able to keep your scheduled appointment. Your appointment time is especially reserved for you, a time slot that otherwise could be used to help others. Please help us help them. You will not be charged for missed regular adjusting appointments. Missed massage appointments will be charged unless that time can be filled by another patient.

#### **REFERRAL POLICY**

If you move from our area, we will be glad to refer you to another chiropractor. We will forward your x-rays and records after you sign a release / transfer and your account is paid in full or financial arrangements are made.

#### **DISCHARGE POLICY**

If you discharge yourself from care before the doctor feels your condition has stabilized, your account will be due and payable in full immediately unless financial arrangements are made.

**I UNDERSTAND THESE POLICIES AND WILL HONOR THEM.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Sincerely,

Dr. Craig Tuttle and staff at Tuttle Chiropractor Center, P.S