

2012 OFFICE POLICIES FOR BOULDER OSTEOPATHIC CENTER

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 arrangement with 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.

Our Fee Schedule

Please read the BOC fee schedule and ask all financial questions before signing this document.

Specialists

The doctors at Boulder Osteopathic Center (BOC) are *specialists*, not primary care providers. Questions regarding primary care should be directed to your primary care provider. If we are submitting to your insurance, a specialist co-payment applies to each visit at BOC and may be different from your standard co-payment amount. 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.

Payment & Billing

Unless previously arranged, please pay at the time of service. Boulder Osteopathic Center bills patients monthly for any outstanding balance. Payments not received in full and on time will be subject to a monthly late fee. If payments are not made after multiple statements, your information will be subject to being sent to a collection agency.

There will be a \$25.00 fee for each bounced check made out to Boulder 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 new patient rates. Idle patient medical records are retained for 6-years before being confidentially shredded.

Missed Appointments

Your appointment is time set aside for you to see the Doctor. If you do not keep your appointment, that time is lost to another patient.

Boulder Osteopathic Center has a 24-hour cancellation notice policy. A fee of \$120.00 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.

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Insurance

Boulder Osteopathic Center accepts the following medical insurance carriers:

• Aetna	• Humana PPO
• Anthem Blue Cross Blue Shield	• Multi-plan / PHCS Network
• Blue Cross / Blue Shield	• Sloans Lake Network / Cofinity
• Cigna / Great West Healthcare	• United Healthcare

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

• Disability Insurance	• Liens
• Worker's Compensation	• MediCare / Medicaid
• Medicare Insurance Plans (Example: Secure Horizons)	• Personal Injury Lawsuit Cases

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

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 (BOC accepts specialist co-payment only), co-insurance, adjustments and deductibles, if applicable.

BOC accepts specialist co-payment only, 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.

If you decide you would like to personally file to your insurance for reimbursement, we will give you a standard insurance receipt at the end of each visit.

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 Boulder Osteopathic Center during our normal billing cycle.

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

Thank you for taking time to review our office policies. If you have any questions about this policy, please ask them now. By signing this document, you agree to the information contained herein. Wishing you the best of health!

Sincerely,

Boulder Osteopathic Center

Patient Signature

Patient Printed Name

Today's Date