

NORTHWEST SUBURBAN MEDICAL ASSOCIATES, S.C.
Specializing in Infectious Diseases

Patient Policies

To help us ensure that you receive the best possible service and care, our office policies are listed below. Please read each policy carefully. If you have any questions, please feel free to discuss them with our staff.

I agree to and understand all the above statements regarding appointment cancellations, financial arrangements, services, and insurance. I understand that I will be charged \$75 for appointments missed or canceled less than 24 hours, 1 business day, prior to my scheduled time. I authorize Northwest Suburban Medical Associates, SC to submit my claims and remit insurance payment of medical benefits directly to
Northwest Suburban Medical Associates, SC.

Signature

Date

Print Name

1. Cancellation of Appointments/Missed Appointments

Failure to provide 24 hours notice, 1 full business day (Monday-Friday), for a cancellation will result in a charge for the missed appointment of \$75. This includes same-day cancellations, cancellations made less than 24 hours before your scheduled appointment or missed/no show appointments. The fee of \$75 will be applied to the first missed/canceled appointment and any others there after. There are limited exceptions to this policy: hospitalization, personal emergency explanation and validity, COVID diagnosis or possible exposure, and conditional exclusion of patients who are residing in a long-term, rehabilitation or other healthcare facility. We have put this policy into place because a missed appointment (without notice) not only prevents you from receiving care, but prevents another patient from accepting that appointment time and receiving the care that they require. If you need to cancel your appointment, you will need to call our office at 847-255-5030 and cancel at least 24 hours or 1 business day prior to your scheduled appointment. Appointments that are canceled with less than 1 business day's notice will result in the charge amount listed above. Unpaid missed appointment fees will be turned over to a collection agency if unpaid within 60 days.

Additional policies on reverse

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2. Insurance Claim Filing/Denials

It is your responsibility, as the patient, to determine if the provider you are seeing, at our office location in Arlington Heights, is in-network. Our physicians participate in most insurance plans. If you are not insured by a plan that we are contracted with, full payment may be due at the time of service. As a courtesy to our patients, we will file insurance claims with your carrier for primary and secondary insurance. You are responsible for providing your current insurance, a photo ID, and demographic information upon request. It is the patient's responsibility to know the full extent of their medical coverage through their insurance carrier. You are ultimately responsible for the full payment of your account, regardless of the status of an insurance claim.

3. Payment at the Time of Service/Services "Not Covered"

All copayments must be paid at the time of service. You have an option to establish financial arrangements for payment of any outstanding balance on your account. In the event your health plan determines a service to be "not covered" you will be responsible for the complete charge. It is the patient's responsibility to be aware of what benefits their insurance entitles them to. As the patient and/or guarantor, you agree to pay any balance that becomes the patient's responsibility upon receipt of a statement.

4. Unpaid Balances/Delinquent Accounts

Past due accounts over 60 days with no response from you will be turned over to a collection agency. You may be responsible for any additional fees incurred by placement with a collection agency. If you are unable to pay your bill in full, please call our office at 847-255-7226 to make arrangements. Our practice will make every effort to work with our patients to ensure an amicable agreement is reached.

5. Authorizations/Referrals

As the patient you are responsible for all authorizations/referrals needed to seek treatment in our office. You will need to inform the office of all insurance changes, authorization or referral requirements. In the event the office is not informed, you may be responsible for any denied charges.