

***Welcome to Celebration Foot and Ankle Institute and thank you for selecting our practice. We are committed to providing you with the best possible care. If you have medical insurance, we want to help you receive your maximum allowable benefits. In order to achieve these goals, we need your assistance and your understanding of our policy.***

1. Your insurance is a contract between you and the insurance company. It is your responsibility to understand the benefits of your plan for any and all services. We cannot guarantee payment of your claims that we file. We file as a courtesy to you and your insurance company will not give us a guarantee of coverage. If your insurance company pays only a portion of your claim or rejects your claim, you and/or the policyholder should make an inquiry to your insurance company. Payment delays or rejection of your claim by your insurance company does not relieve the financial obligation you have incurred.

2. We participate in a number of health insurance plans. All patients are required to pay their co-pay at time of check in. In addition, HMO patients must present a valid referral/authorization from their primary physicians at check in. All health plans are not the same and do not cover the same services. In the event your health plan determines a service to be "not covered" or you do not have an authorization, you will be responsible for the entire charge for all services rendered. We will attempt to verify benefits for some specialized services; However, you remain responsible for charges to any service rendered. Patients are encouraged to contact their insurance company for clarification of benefits prior to services rendered

3. MEDICARE PATIENTS – Please understand that we participate with Medicare. However, you are responsible for your coinsurance, deductible, and any non-covered services

4. We realize that temporary financial problems may affect timely payment of your account. If such problems do arise, we encourage you to contact us promptly for assistance in the management of your account. We accept cash, check and all major credit cards for payment.

5. Missed appointments: You will be billed a \$40.00 charge for missed appointments not cancelled with at least 24 hours' notice.

6. If you believe your insurance company has erred or not adequately addressed your claims, you may contact the insurance company and/or file a grievance or appeal with your state