

Attention all patients, please read the changes to our Financial Policy.

Beginning January 1, 2012 we will start charging a billing fee after one statement.

Read below:

It is necessary for the practice to make some financial policy changes. Due to rising cost employers evaluate their premiums and plans every year. Many times this means more passed onto the patient. So about the time we have figured out what you owe and documented it, your plan changes.

We do our best to estimate at the time of service but due to so many companies and employer selections of so many different plans, we will seldom be able to pick the exact amount you owe. This is why we call it an estimate.

Just as this causes the patient financial cost it also creates unpaid balances to the physician and statement cost to collect the amount owed. The #1 comment that we hear from patients about statements is “Yeah I got your statement but my insurance will pay so I just threw it away”. A common pattern we see is that some patients only catch up their bills when they need to be seen again. **If you get a statement from Evans Medical Group you have a balance that you owe. You must pay it or call us to discuss any concerns.**

Due to all of the above even with the best attempt to estimate your cost at the front desk our monthly statements has doubled in the past 2 years. Our cost for monthly statements is approximately \$5.00 per statement. When you get a statement from Evans Medical Group it is due then. If it is not paid by the time our next statements are released (every 30 days) you will be charged a \$5.00 billing fee. We are only charging our cost. We have recently implemented online bill pay to make it easier and quicker for you to make payment.

Please try to understand that your insurance card does not guarantee payment like your debit or charge card. This is why other businesses expect payment at the time of service instead of a possible payment.

Cost to the patient for delayed payment for services already rendered will be as follows:

1st statement – no cost – Please pay

2nd statement – Billing fee \$5.00

3rd statement – Billing fee \$5.00

4th statement – first step for collections – collection company fee \$15.00

From this point forward the collection company will be contacting you. If the collection company is unable to collect the balance due within 3 months then your account becomes bad debt. The collection company will charge your account 40% of the balance to cover the collection cost.

Any time during the collection company process your credit can be affected and you and/or your family can be discharged from the practice.

Please don't ignore your statements, make your payments timely and call our billing dept if you need assistance. Thank you for understanding and keeping your balances paid.

If you have an account in collections you will not be able to utilize EMG after hour clinics due to the billing dept not being available for details. Please keep your account(s) current.