

Foot and Ankle Associates of North Texas (herein after collectively referred to as “FAANT”)

Notification of Office Policies and Procedures

Reading the following policies and procedures annually will keep you informed about our office.

- 1. Appointments:** To allow for greater access of care, our team of physicians is available by appointment during posted hours.
- 2. Emergency/after hours:** During a medical emergency, patients should call 911 or proceed to nearest emergency room. On-call physicians should be paged for post-operative complications and other urgent situations.
- 3. Refills and Medication:** Refills are completed via a pharmacy request. Contact your plan regarding your drug coverage.
- 4. Messages:** Phone messages received before 3 PM are usually returned daily. Emails are returned less frequently.
- 5. Benefits:** FAANT will reiterate the benefits that were disclosed to us by your insurance plan. We will then collect based on the benefit level all applicable copays, deductibles, coinsurances and balances that apply at the time of service or at the pre-operative appointment. To improve accuracy, we update patient records annually.
- 6. Payment:** FAANT accepts VISA, MasterCard, Cash or Checks. All checks are immediately scanned for processing. Our office does not accept temporary checks and we will contact the bank directly to verify checks over \$500. In most cases, we do not offer payment plans. We may offer Care Credit for our Laser Service at the 24 month extended payment plan.
- 7. Insurance Claims:** FAANT files claims electronically for the patient’s primary contracted plan and accepts payment via the patient’s assignment. FAANT only files secondary claims for Medicare patients; non-Medicare patients may request itemized statements to file to multiple carriers.
- 8. Multiple Policies:** When multiple policies exist, it is the policy holder’s responsibility to inform FAANT of their primary plan. Delayed filing to the primary plan can result in violating timely filing limits, resulting in a denial of service and full patient financial responsibility.
- 9. Insurance Networks:** FAANT only files claims to carriers whom we have a contractual relationship; our in-network list is available upon request or on our website. We are not contracted with any Medicare HMO replacement plans.
- 10. Liability Claims:** FAANT does not accept workers compensation, personal injury protection, and letters of protection or other liability claims. These types of claims are to be paid in full by the patient.
- 11. Non-Covered Services:** FAANT will not submit claims for non-covered items including, but not limited to cosmetic services and over the counter convenience items (OTC eg. Biofreeze, Coban, Lyncos, Mycomist, etc...)
- 12. Referrals:** FAANT may refer patients to other providers, facilities, and labs. FAANT is not responsible for these entities. The patient should contact these non-FAANT providers, facilities or labs directly regarding any billing questions. The policy holder is also responsible for all insurance authorizations or managed care referrals necessary for payment to FAANT. Compliance with providers, facilities and other treatments impact patient outcomes.
- 13. Missed Appointments:** A \$110 charge will apply for appointments broken or canceled less than 24 hours advanced notice.
- 14. Appointment Hold:** Repetitive broken appointments, non-compliance, hostile behavior, and/or financially deficient accounts will result in appointment hold and/or the termination of the Foot and Ankle Associates of North Texas Doctor-Patient relationship. 30 days’ advance notice will be given should the situation result in a transfer of the patient’s care.
- 15. Patient Balance Statements:** FAANT will send a remainder or balance statement to the patient when the benefits have been misrepresented by the carrier. Each statement will be accessed a \$10 rebilling fee for each month that it is reissued.
- 16. Delinquent Accounts:** Past due accounts are subject to collection proceedings and are reported. All collection fees, attorney fees and court fees shall become the guarantor’s responsibility in addition to the balance due the office.
- 17. Returned Checks:** A \$25.00 fee will be assessed on all returned checks. Any NSF or Closed Account will result in future services on a pre-pay cash or credit basis. The District Attorney’s Office will prosecute unresolved checks.
- 18. Refunds:** FAANT issues patient refunds by check within 30 days of a completed investigation of the potential overpayment, as long as other outstanding accounts have been resolved.
- 19. Returns:** Only unworn and non-custom items are returnable within 14 days of receipt, if no visible signs of wear, tear, or odor. Custom items are tailored to meet individual needs; custom items are non-returnable, non-refundable.
- 20. Medical Records:** The cost for copied medical records and completion of disability forms will be charged to the patient and collected prior to replicating. The fees for these services are regulated by HIPAA and Texas Health and Safety Code.
- 21. Secure Portal:** Patient messaging, instructions, clinical summaries and patient records are provided online.

The undersigned certifies that he/she has read and understands the foregoing 1-21 statements, and is either the patient, or is duly authorized by the patient as the patient’s general agent to execute the above and accepts its terms.

Print Name of Patient or Legal Authorized Representative

Signature

Relationship to Patient

Date