



Alpenglw Acupuncture, LLC

Billing-Payment and Cancellation Policy

As a courtesy to you, our patient, we will be happy to accept assignment of benefits for most insurance companies. However, it must be understood that the contract is between the patient and the insurance company. The patient is fully responsible for any amount not paid by the insurance carrier. Our office policy regarding insurance claims is as follows:

It is the patient's responsibility to provide our office with complete insurance or billing information at the time of service, or the fees must be paid in full. Medicaid and Medicare does not cover Acupuncture or Massage services. The patient is required to pay their portion at the time of service. This includes co-pay amount, deductibles, or non-covered services.

Our office cannot guarantee the amount that an insurance company will pay. Any unpaid balance after 90 days from the date of service will be the patient's responsibility to pay. It is the patient's responsibility to be familiar with the insurance coverage. Our office will not dispute charges with any insurance company over a claim. This is the patient's responsibility and obligation. We will provide any information requested by the insurance company.

We accept: Cash, Visa, MasterCard, Discover and health reimbursement Credit Cards and Personal Checks. A charge of \$30.00 will be assessed for any returned checks. The patient/guarantor will be held responsible for any collection charges incurred on a delinquent account.

Cancellation Policy

One of our goals at Alpenglw Acupuncture is to provide each patient with the best quality and care in a timely manner. Cancellations, late arrivals and no-shows are an inconvenience for all involved. We would like to remind you of our policy regarding this.

Cancellations: Please be courteous and give our clinic a 24-hour notice of cancellation. We will be happy to reschedule your appointment at this time. Less than 24-hour notice of cancellation will result in a \$100 charge to you. **Late-Arrivals:** Please understand that to have a smooth-running clinic, every patient needs to be on time, if not early, for their appointment. If you think you might be late to your appointment, please give our office a call to determine if you will still be able to be seen with your provider that day. If you fail to call or show up too late to be seen, understand that you will be charged \$100 for the missed appointment and will need to be rescheduled for a different appointment. **No-Shows:** Missing an appointment without contact with one of our front desk staff is considered a No-Show. If this occurs, not only will you miss out on your appointment with the provider, but **you will be responsible for the \$100 No-Show fee.**

***I have read the above and understand my financial responsibility to Alpenglw Acupuncture, LLC.
If I have additional questions, I will ask to speak to management, prior to my appointment.***

Patient/Guarantor Signature

Date

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