

**WELCOME TO OUR PRACTICE
FROM DR. EAMES * DR. BAKER**



Thank You for choosing Marion Family Chiropractic.

Education is a vital component of our practice.

We find that **people who best understand how their body works and heals are more successful in their health goals**. Therefore, we expect that within the first 2 weeks of your initial visit **you will attend our free spinal care/ healthful living workshop**. If you are unable to attend on a Tuesday night, you can schedule a time to watch a video of the workshop.

In order for you to progress in your care, we will usually be scheduling multiple visits. Chiropractic is a hands-on profession where we need to physically see you in the office. To make these visits easier for you to attend, we strive to respect your time by making your visits efficient and effective. We try to be on time. As in all healing professions, there are occasions when someone needs extra time, or a patient in acute pain may need to be seen and we fall behind. In general, we try not to overbook.

We would also expect you to reciprocate our respect with timely appointment attendance and 24-hour advance notice for changes. This helps us to run on time. It is always our goal to see every person who needs us on that same day. Therefore, we stay as late as you need us. But please, **if you need to change to another time or day, do give us the appropriate notice**. This allows our call-in patients to have timely appointments rather than having to wait until it is late at night.

If you have an emergency outside our office hours, or on Saturday or Sunday please do two things:

(1) leave a message on the office voicemail (508-748-6632); AND

(2) call Dr. Eames on her cell at (508-728-5065).

The front desk will handle your insurance pleasures and problems.

If you do not have insurance coverage, we have reasonable "cash" fees; if you have a financial issue, please bring that to their attention. Also, it is **your responsibility** to know when your insurance contract changes (co-payment, coinsurance, coverage, limits). We can not keep up with the fast-changing insurance situations for each individual. In most cases, you are notified of any change 2-3 months before we receive this knowledge through our billing reimbursement process. Insurance companies **do not** routinely notify us of these changes.

Payment/Co-payment/Co-insurance is due at the time of your visit. We have a very reasonable cash fee schedule. To keep it that way, we choose to not send bills.

We look forward to helping you and members of your family.

MARION FAMILY CHIROPRACTIC Inc

INSURANCE REQUIREMENTS - RESPONSIBILITY for PAYMENT

BILLING POLICY – COLLECTIONS POLICY

AUTHORIZATION for YOUR HEALTH INSURANCE to PAY Marion Family Chiropractic Inc

By signing below I authorize payment of medical benefits to Marion Family Chiropractic Inc., by my Health Insurer.

INSURANCE REQUIREMENTS – RESPONSIBILITY for PAYMENT

By signing below I agree that I am responsible for completion of any and all requirements, including but not limited to referral requirements, imposed by my health insurance and I agree to pay for any services denied by my health insurance due to my failure to comply with any requirement imposed by said health insurance. I furthermore understand that I am responsible for payment for all services not covered by my health insurance.

BILLING

Generally speaking, we choose not to send bills. As stated in our new patient welcome letter - to help keep our very reasonable fee schedule, we expect payment at the time of service. Occasionally, however, there are situations where we must bill – deductibles, insurance changes/errors, a forgotten wallet, and so on.

We treat all individuals with kindness and respect. When we must bill, we request similar treatment in return – respect for our time and efforts, demonstrated by your prompt payment of the balance due. We accept cash, check, Visa, MasterCard and Discover. Credit cards can be processed over the phone or kept on file.

If there are financial issues of which we are not aware, we will always consider a time payment plan of up to six months. Please call or stop by and discuss these issues with us. We will help to the extent we are able.

If payment is not received after a reasonable amount of time we will issue a SECOND BILLING. Interest may be added to second billings at the rate of 1.5% per month.

COLLECTIONS

If payment is not received or a payment plan agreed upon within 30 days of a second billing we may pursue collections through a third party collection agency or small claims court action.

Patient Name _____

Patient or Responsible Party Signature

Date _____

Print Patient or Responsible Party