



INSURANCE, CREDIT & COLLECTION POLICY

Welcome to **Becoming Balanced, PC**. Our clinicians and staff are committed to providing a quality experience for all people who utilize **Becoming Balanced, PC** for their counseling, treatment, and assessment needs.

To ensure that all clients are treated in an equitable, fair, and professional manner, the following policy and procedures have been established to assist in timely payment or insurance reimbursement of services provided and to maintain the financial viability of **Becoming Balanced, PC**.

If you have coverage with Medicare, Blue Cross/Blue Shield, Medical Assistance, Tricare, Indian Public Health, or a commercial/managed care insurance company, please read the following policies carefully.

- ◆ Proof of insurance (insurance card) is required and must be presented at the time of service to ensure correct billing information. All Medicare supplemental and secondary insurance cards must also be presented at time of service.
- ◆ If services are for a workers compensation injury, automobile accident or other accident-related injuries, you must provide the name and address of the insurance company covering the injury, insurance agent name, the date of the initial injury and other specific information needed to submit a claim on your behalf at the time of registration.
- ◆ If correct insurance information is provided at the time of service, it is the policy of **Becoming Balanced, PC** to file claims to the appropriate carrier unless otherwise instructed.
- ◆ A monthly statement will be sent to the guarantor of the account after insurance has paid and if there is a remaining balance due. If no payment is received from the insurance company within six months from the date of service, the account will become self-pay and transferred to guarantor responsibility.
- ◆ Payment plans are available and must be set up with the Billing Specialist. Payment plans will be set up for a maximum of 12 months to pay balance owed in full. Clients with a balance of over \$1000 may not schedule another session until balance is below \$1000.
- ◆ If you are covered under a Managed Care Plan through your employer, it is your responsibility to check and verify that **Becoming Balanced, PC** and the clinicians at **Becoming Balanced, PC** are authorized under your plan. Your visit may not be paid by your insurance company if **Becoming Balanced, PC** or the clinicians are not participating in your specific health insurance plan. Should this occur, your account will be considered self-pay, and you will be responsible for the amount due.

- ◆ All co-payments designated by your specific insurance plan for counseling/assessment and treatment services are the guarantor's responsibility and are **payable at the time of service**. If your insurance plan has a co-payment for clinic visits, please be prepared to pay that upon each visit.
- ◆ Clients with no medical insurance are considered self-pay and will be responsible for payment of all charges at the ***time of service***. If full payment cannot be made, a minimum of **\$70.00** must be paid and arrangements for full payment must be made with the Billing Specialist prior to or immediately after services are rendered.
- ◆ All clients who do not show up for a scheduled appointment or do not notify **Becoming Balanced, PC** within **24 hours** of their scheduled therapy appointment or within **1 week** of their scheduled psychological testing appointment will be charged a **NO SHOW/LATE CANCELLATION** fee. This will be at the sole discretion of the President of Becoming Balanced, PC.

Questions regarding insurance submission, payment, refunds, or any other issues related to the charges on your account should be directed to the Billing Specialist. You can reach them by calling our office at **701-551-1840**.

Thank you for your cooperation.