

UROLOGY NORTHWEST, PS
UROLOGY NORTHWEST SURGERY CENTER | INTEGRITY MEDICAL RESEARCH
6005 244TH ST SW | MOUNTLAKE TERRACE | WA | 98043

FINANCIAL POLICY / CLINICAL GUIDELINES

Financial Policy

Urology Northwest contracts with and processes bills to insurance plans and governmental programs as a courtesy to our patients. Urology Northwest collects, at the time of service, all amounts we are allowed to collect based on each specific governmental agency or insurance plan.

Urology Northwest is diligent in our objective to provide quality care and service. Our ability to continue to care for patients is dependent on receiving timely and full payment for services provided.

Your **FINANCIAL RIGHTS** as a Patient – OUR COMMITMENT TO YOU:

- As a courtesy to you, we will do our best to contact your insurance company for basic eligibility & coverage notification to patient if no coverage is in effect.
- Timely and accurate billing. Bills are processed daily
- Timely and accurate posting of discounts, contractual allowances or other adjustments
- Timely notification concerning patient financial responsibility
- The ability to set up payment plans (4 months from service date)
- Variety of payment options (Cash, Debit/Credit Card, Online)
- Ability to ask questions about your bill & receive timely answers
- Our assistance in navigating your insurance coverage and policy issues
- Timely completion of medical leave forms/disability paperwork (1 form is completed as a courtesy. All subsequent forms are charged at \$25.00 per additional form)

Your **FINANCIAL RESPONSIBILITY** as a Patient – YOUR COMMITMENT TO US:

- Co-payment paid on each date of service. If you do not have your co-payment at the time of service, a \$25.00 billing fee will be added to your bill.
- Patient balances paid upon notification of insurance processing:
 - ✓ Additional co-payment as determined by your insurance carrier
 - ✓ Co-insurance
 - ✓ Unmet Deductibles
 - ✓ Non-covered services
- Payment of required deposits or estimation of charges at the time of service:
 - ✓ \$250.00 deposit for new patients and \$150.00 deposit for all return visits if patient has no insurance, insurance cannot be verified prior to appointment or high deductible has not been met. This is only a deposit and does not include any labs, testing or procedures. Depending on the level of visit that is billed, there may also be a balance due from your office visit.
 - ✓ Payment for elective procedures and/or surgeries that are not covered by insurance are due at the time of the pre-procedure/pre-operative appointment.
 - ✓ For all non-covered services, patients with no insurance, insurance that is unverifiable; 100% of fee associated with Urology Northwest and/or Urology Northwest Ambulatory Surgery Center is due. If an insurance plan has a high deductible that has not been met; you may be asked to make a deposit towards your services.
 - ✓ 100% of charges for office visits and procedures not covered by insurance, or if deductible is not met.
- Provide accurate and complete information concerning coverage and identify at each visit.
- Keep all scheduled appointments. No-show appointments or appointments cancelled with less notice than 4 business hours will be charged at \$50.00 per incident.
- Payment of all incidental fees (Forms, letters, no-show appointments); 1st courtesy then \$25.00 per additional form.

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Clinical Guidelines

The healthcare system can be confusing. We have put together the following guidelines. These guidelines are designed to help us provide you the optimal level of patient care and service.

- **Appointment Availability:** Urology Northwest recognizes the need for urgent or same day appointments. We encourage patients who have an urgent need to schedule with our Physician Assistant. Mandi Bainton, PA-C works in close collaboration with each of our Physicians. The physician assistants schedule is designed to allow for more flexibility and therefore, they can spend more time with the patient. A physician is always on site for immediate consultation if needed.
- **Appointment:** Please be prepared to review general demographic information, update some basic medical information, show your current insurance card, picture ID and pay your co-pay and any other patient out of pocket costs.
- **Medication Refills:** Contact your pharmacy first. Plan for a 72 hours turn-around time between the pharmacy and clinic. If you have not been seen in the office for six (6) months or longer you will be asked to schedule an appointment BEFORE the refill will be approved.
- **Narcotic Medication Refills:** Urology Northwest does not refill narcotic medication after normal business hours, on weekends or holidays.
- **Phone Messages:** Calls to our office are handled by scheduling staff. The scheduler will gather the information needed and your call will be returned at the end of the business day. You do not need to call our office multiple times.
- **Possible UTI's:** Urology Northwest does not treat UTI's over the phone. You were referred to Urology Northwest by your PCP or other specialty provider because your UTI's are complex. Therefore, in order to provide you with the best level of care and service it is necessary to see you in the office. We do offer same-day appointments when available. After-hours options would be to seek care at an urgent care facility or the emergency room.
- **No-Show/ Missed appointments:** Our goal is to provide timely access to appointments for patients. When patients fail to keep appointments, routinely arrive late or have multiple requests for reschedules, other patients needing to be seen on an urgent basis may be denied access to a timely appointment slot. A fee of \$50.00 is charged for every no-show appointment or cancellations with less than 4 business-hours' notice. This charge is not billable to your insurance company.
- **Phone Appointments:** In some special cases, the physician may authorize a "phone visit". Please see our website (www.urologynorthwest.com). Go to the Right-hand column to "Our Clinic". There you will see "Phone Visits". Click on that for more information about this service. Your physician must approve these visits. These visits are not billable to your insurance company.
- **On-Call Physician:** A physician is on-call 24 hours a day to deal with urological emergencies. If you believe you have a urological emergency, go directly to an Urgent Care Facility or Emergency Room. The urgent care or ER physician will be able to assess the problem and will contact the urologist on call if immediate urological care is needed. The Urologist on-call will not be able to assess your symptoms over the phone. Accessing care in an urgent care facility or emergency room setting will aid in you receiving the right care at the right time.