



Financial Policy

INSURANCE PLANS ACCEPTED

As of January 1, 2019, Chapel Hill Gynecology is in network with the following BCBSNC plans: Blue Advantage; Blue Care; Blue Options; Blue Select; Blue Value/Blue Value with UNC HA; Classic Blue; and the North Carolina State Health Plan. We are not in network with Medicare.

Due to frequent changes and demands of healthcare plans, we ask you to provide the following:

- Your current and correct insurance information. You will be asked to show your insurance card and driver's license at each visit.
- Your co-pay is expected at the time of service.
- If you have been referred to Chapel Hill Gynecology and have an insurance plan that requires a referral, you will need to present a printed copy of the referral at check-in. If your referring provider has not already sent this information; please check with your referring physician prior to your visit with us. If you do not have your referral, you will be asked to sign a waiver if you wish to be seen or you may be re-scheduled to another day.

**** If your insurance fails to pay your claim in a timely manner, you will be responsible for the balance and for contacting your health plan for follow-up. You will be notified via phone and a statement will be mailed to you under these circumstances.**

CANCELLATION FEES: All cancellations require 24 hour advance notice to avoid any charges.

- No Show or Late Cancellation for a follow up or acute visit will be charged a \$50 fee
- No Show or Late Cancellation for an annual or new patient visit will be charged a \$100 fee

SELF-PAY AND NON-PARTICIPATING INSURANCE:

- "Self-pay" is anyone that does not have health insurance. Payment in full is expected at the time of service for all self-pay patients.
- Insurance plans other than BCBS are out of network and will be processed as such. Payment in full is expected at the time of service for all out-of-network patients. At check-out, you will be provided with the documentation needed to file a claim with your plan.
- All account balances must be paid in full before services are rendered unless prior arrangements have been made.

RETURNED CHECKS: Returned checks are subject to a \$35.00 service fee.

MEDICAL RECORDS & FORMS: There is a \$10.00 minimum fee for medical records; sending a lengthy medical record will incur an additional cost of \$0.75/page for first 25 pages, \$0.50/page for pages 26-100, and \$0.25/page for pages over 100 (per North Carolina General Statutes 90-411). The fee for medical forms that require physician completion and signature is \$50 paid in advance with the check-in desk.

Effective date January 3, 2017

Updated January 2, 2019