



Financial Policy

OFFICE HOURS: Office hours for Chapel Hill Gynecology are Monday through Friday from 8:30 AM until 5:00 PM, with appointments available Monday through Thursday from 8:30 AM until 5:00 PM, and Friday from 8:30 AM until 11:30 AM. We can be reached by phone during office hours. If you have an emergency after hours, **please dial 911 if the emergency is life-threatening.**

APPOINTMENTS: Patients are seen by appointment only between the hours of 8:30 AM and 4:00 PM. We realize your time is valuable and we do our best to honor your appointment time; however, unforeseen emergencies and delays may occur.

INSURANCE PLANS ACCEPTED

Chapel Hill Gynecology is in network with BCBSNC and other BCBS plans.

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 is expected in full at the time of service for all self-pay patients.
- Insurance plans other than BCBS are out of network, and payment is expected in full at the time of the visit.
- All account balances are expected to 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). Medical forms that require physician completion and signature are subject to fees as well.

Effective date January 3, 2017