



## INSURANCE AND FINANCIAL POLICIES

- Please be sure that we are providers for your insurance plan. Our staff will do its best to inform you if ENT Sinus Center of Orlando/Gregory Boger, M.D. is out-of-network; however, it is your responsibility to know your insurance plan.
- Some insurance benefits may not cover all services provided by a doctor. Your benefits are based on a contract between you (or your employer) and the insurance company. It is essential that you understand your health benefits and plan requirements.
- As a courtesy, we will bill your insurance company for the services provided to you. It is your responsibility, however, to know the benefits and conditions of your insurance plan. Some procedures require pre-authorization. If for some reason your insurance company fails to pay, we will expect you to pay balance in full.
- Our office needs your complete insurance information to file your charges. If we do not have this information at the time of the appointment, you may be rescheduled, or our office may require payment in full at the time of service.
- If your health insurance plan requires a referral from a primary care physician, your appointment will be rescheduled if we have not received authorization from your doctor. Although our staff will try to assist in confirming that a referral has been issued, it is the patient's responsibility to obtain authorization from their PCP.
- Any outstanding patient balance will be considered past due 30 days after the first bill is mailed. After 60 days the balance may be forwarded to an outside collections agency. Our office will try to assist in any insurance issues that may arise; however, patients (or their guardians), not the insurance company, are ultimately responsible for paying their medical bills. We are not party to any dispute between the insurance company and the insurance subscriber. Prompt payment is expected when a bill has been mailed.



- Our office will charge \$50 for returned checks.
- If you are unable to keep your appointment, please notify our office at least 24 hours prior to the scheduled time. This will allow us to offer this time to other patients in need. You may be charged a \$25 No-Show Fee if our office is not notified within 24 hours of your appointment time. This fee is not covered by insurance and will be your responsibility.
- There is a \$25 charge for completing disability, FMLA and other insurance forms. It is the responsibility of the patient to pay this fee prior to completion of the form. Our policy is to allow 7-14 days for processing of the form. We require that the patient information, employer information and other personal sections be completed before accepting the form. *Please leave all sections to be completed by the physician blank.*

I have reviewed and understand the above policies.

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Patient (Guardian) Signature

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Date