

UROLOGY ASSOCIATES, INC.  
FINANCIAL POLICY

**PLEASE READ CAREFULLY:**

The physicians and staff of Urology Associates, Inc., are committed to providing you with the best possible care. In order to help you receive your maximum allowable benefits from your insurance coverage, we need your assistance as well as your understanding of our financial policy.

**Insurance Patients:**

- Payment of co-pay and deductible is due in full at the time of your appointment. We accept cash, checks, MasterCard, Visa and Discover.
- We must emphasize that as medical providers, our relationship is with **you**, not your insurance company. Your insurance is a contract between you, your employer, and the insurance company. While the filing of claims is a courtesy that we extend to our patients, all charges are **your** responsibility from the date the services are rendered.
- Some insurance plans require referrals or pre-authorization. **You** will need to obtain authorization prior to your appointment date. We **cannot** treat you without an authorization if it is required.
- Not all services are a covered benefit, depending on your individual insurance policy. It is your responsibility to familiarize yourself with your benefit coverage. This includes knowing which facilities are in-network for lab, radiology, and surgical procedures in the event that we need to refer you for additional services.
- Some services provided by the clinic are not billable to your insurance and will be your responsibility. This includes charges for completing paperwork that is not directly related to your treatment (i.e., cancer policy paperwork, DHS applications, etc.) as well as after-hours phone calls and copying medical records.
- If surgery is required, you will be contacted prior to your procedure to collect the estimated deductible and coinsurance amounts. Payment for your portion is due two days prior to the surgery date.

**Medicare Patients:**

- We will file Medicare and any supplemental insurance for your services. Any coinsurance or deductible that remains will be billed directly to you.
- Some services provided by the clinic are not billable to your insurance and will be your responsibility. This includes charges for completing paperwork that is not directly related to your treatment (i.e., cancer policy paperwork, DHS applications, etc.) as well as after-hours phone calls and copying medical records.
- If the doctor plans to run a test or perform a procedure that may not be covered by Medicare, you will be informed in advance and asked to sign a waiver for these services.

**NO SHOW POLICY:**

You may be charged a fee if you do not show for your appointment. We make every effort to call and remind you of your appointment. However, it is ultimately the patient's responsibility to remember their appointment. Please call our office to cancel or reschedule your appointment to avoid this fee.

**For those patients without insurance:**

### OFFICE CHARGES:

- Payment in full is due at the time of your appointment.
- Payment can be made by cash, Visa, MasterCard, or Discover only.

### SURGERY CHARGES:

- In the event your doctor determines that surgery is necessary, a down payment of at least 50% of your *estimated* charges is due two days prior to the date of surgery. Arrangements to pay the balance of your account must also be made with our billing office at that time.
- Minimum monthly payment amounts must be approved by the billing office to assure the account is paid in a timely manner. Payments must be received every month in order to keep the account in good standing.
- Surgical procedures that are considered to be elective (i.e., vasectomies, circumcisions, etc.) must be paid *in full* prior to the date of the surgery.
- For your convenience, we do accept credit card payments by phone.

We realize that medical costs can sometimes create a financial hardship. We are eager to help patients settle their accounts in a manner that is agreeable and manageable for both parties. Please contact our billing office with any questions.

## **MEDICATION REFILL POLICY**

Medication questions and requests for additional medication from our patients are important issues that are taken very seriously by our physicians and staff. Please adhere to this policy so that we may give you the best care possible.

### **HOW TO REQUEST A REFILL:**

- Contact your pharmacy and request a refill.
- Give your pharmacy our fax number: 405-749-1001. They will fax us an authorization.
- Allow 2 business days to process your request.
- Your physician must approve the refill before it can be completed.

### **MEDICATIONS WILL NOT BE REFILLED:**

- After 12:00 (noon) on Fridays. Please plan ahead if you will run out over the weekend.
- On weekends, holidays, or after hours.
- If you continue to miss scheduled appointments.
- Within two (2) days of a scheduled office visit. Ideally, refills should be discussed with your physician at regularly scheduled appointments.

Thank you for your assistance in helping to meet your medication refill needs.