



Ellen Wenzel, DPM, FACFAS, FACFAOM
Zarko Kajgana, DPM, FACFAS, FACFAOM
Kelsey Barrick, DPM

601 SE 117th Ave
Suite 240
Vancouver, WA 98683
(360) 977-7815 Office
(888) 568-4875 Fax

www.ankleandfootphysicians.com

Patient Financial Policy and Assignment of Benefits

Your understanding of our financial policies is an essential element of your care and treatment. If you have any questions, please discuss them with our front office staff or supervisor.

- Unless other arrangements are made in advance by you, or your health insurance carrier, payment for office services are due at the time of service. We accept Visa, MasterCard, Discover, American Express, cash, or check.
- As our patient, you are responsible for authorizations/referrals necessary for treatment. You must inform the office of insurance changes and authorization/referral requirements and, if necessary, present authorization at the time of visit; if the practice is not informed, you will be responsible for any charges denied.
- Your insurance policy is a contract between you and your insurance company. As a courtesy, we will file your insurance claim if you assign the benefits (in other words, the direct payment) to Ankle and Foot Physicians and Surgeons, PLLC or the physician individually, for services rendered to yourself or your dependent(s) by the physician or under his/her direction. If your insurance company does not pay in a reasonable time frame, we will have to look to you for payment.
- We have contracts with many insurers/health plans to accept an assignment of benefits. We will bill those plans with which we have an agreement and will only require you to pay the co-pay/co-insurance/deductible.
- If we are not contracted with your insurance plan, we will prepare and send the claim for you on an unassigned basis; your insurer may send the payment directly to you. Therefore, all charges for your care and treatment are due at the time of service.
- Some services, imaging, procedures, and/or durable medical goods may have a co-pay/co-insurance/deductible separate from office visits or in some instances may not be covered by your particular medical plan. In either instance, these are separately billable and payable by you, the insured.
- It is necessary in the submission of health insurance claims to send certain personal information and/or parts of the non-public patient record. You consent to the release of your or your dependent(s) record(s) for this purpose.
- Worker's Compensation/Labor and Industries claims must be brought to the attention of the staff at the time of scheduling. If you have not yet filed your claim, you may file in office. You must provide a secondary form of payment in the event your claim is denied; if claim is denied, the balance of all professional services rendered is payable in full, by you. Worker's compensation claims cannot be billed to a private insurer unless the claim has been denied, does not exist, or has been closed.
- If you are being treated for injuries resulting from a Motor Vehicle Accidents (MVA), the claim must be submitted to your Motor Vehicle (PIP) Carrier and cannot be billed to a private insurance plan unless the PIP claim has been denied, coverage does not exist, or private insurance was selected as primary carrier. You are responsible for any deductibles and/or co-payments under your PIP coverage. You also agree, to have a lien placed against any settlement that you may receive due to an MVA CLAIM for which you are treated by PIP coverage, to pay any open/unpaid balances due to Ankle and Foot Physicians and Surgeons, PLLC or her physicians.
- All health plans are not the same and do not cover the same or all services. If your insurer determines a service or item to be "non-covered," for any reason, you are responsible for the charges and may be requested to pay in full at time of service. We will attempt to verify benefits for some specialized services or referrals; however, you remain responsible for charges for any service rendered. Patients are encouraged to contact their plans for clarification of benefits.
- Hospital and outpatient surgery services are billed to the insurer. Any balance due is your responsibility.
- Certain elective surgical procedures may require pre-payment. You will be informed in advance if your procedure is one of those. In that event, payment will be due one week prior to the surgery.
- Accounts more than 90 days past due will be considered for transfer to collections. All costs incurred including, but not limited to, collection fees, attorney fees and court fees shall be your responsibility in addition to the balance due.
- There is a service fee of \$50.00 for all returned checks. Your insurance company does not cover this fee.
- We understand emergencies occur, however, repeated no-shows or cancellations with less than 24 hour notice are subject to a \$50 no-show/late cancellation fee; this is not covered by your insurer. Patients who arrive more than 10 minutes late for their appointment may be asked to reschedule.

Signature

Printed Name

Relationship (if not Patient)

Date



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Consents and Acknowledgements

Consent to Release of Information

In order to facilitate and coordinate treatment and to conduct business including insurance benefit payment, we must release certain health information to other providers and insurers.

- As our patient, you hereby authorize Ankle and Foot Physicians and Surgeons, PLLC, and her physicians individually, to release your, or your dependent(s) medical and incidental non-public personal information that may be necessary for medical treatment, evaluation, consultation, or the processing of insurance benefits.

Consent to Communication

Ankle and Foot Physicians and Surgeons, PLLC will routinely use mail, telephone calls and/or messages in the delivery of care to relay appointment and/or healthcare reminders, updates on referral arrangements, and the receipt of laboratory results, unless otherwise requested.

- You have the right to limit the methods of communication that originate from our office. If you have restrictions that you would like to place on your account, we will be more than happy to place those. If at any time you wish to rescind this authorization, you may do so by notifying Ankle and Foot Physicians and Surgeons, PLLC in writing of the changes that you wish to make.
- If you elect to use email as a method of communication with the office, you certify that you understand the risks and we will require a separate authorization. Email should never be used for time sensitive matters.

Consent to Treatment

- You hereby consent to the evaluation, testing, and treatment(s) as directed by Ankle and Foot Physicians and Surgeons, PLLC and her physician(s) and/or designee(s).

Consent to Photography

- As our patient, photographs, video, or other images (digital or analog) may be employed to document your care, and your signature below indicates your consent to this. Your signature indicates that you understand that Ankle and Foot Physicians and Surgeons, PLLC will retain ownership rights to these photographs, videotapes, digital, or other images, but that that you will be allowed access to view them or obtain copies. You understand that these images will be stored in a secure manner that will protect your privacy and that they will be kept for the time period required by law or per policy of Ankle and Foot Physicians and Surgeons, PLLC.

Fees for Additional Reports, Forms, Records, Etc.

- Requests for completion of disability forms, reports, or other paperwork may require a fee, payable in advance, related to the amount of preparation involved. Please allow 5-7 business days for completion of any disability forms.
If the necessary disability forms are related to either a non-elective or elective surgery, your surgeon may elect to complete these forms at no fee, but they will not be completed prior to the preoperative examination date. Forms will be completed and available prior to your scheduled surgery day.
- Radiographs performed in our office are an integral part of your medical record. Fees for digital copies of your films, advanced imaging, or copies of outside studies (i.e. on CD-ROM) will be charged based on guidelines as set forth by the Washington State Department of Health. For the current price list, contact the front office staff.
- Medical records requests will be processed within 5-7 business days of the request and fees for records processing are based on guidelines as set forth by the Washington State Department of Health. For the current price list, contact the front office staff.

Notice of Privacy Practices

- I certify that I have been given or have been offered and/or read (and understood) the HIPAA Notice of Privacy Practices that is available from Ankle and Foot Physicians and Surgeons.

Signature

Printed Name

Relationship (if not Patient)

Date