

Statements

- ◆ If you have an account with us that has an unpaid balance after your insurance has paid, you will receive a statement from us at the address you provided us with the remaining balance due.
- ◆ Patient accounts over 31 days past the final payment from any related insurance will be considered delinquent.

Payment

- ◆ UMA will accept the following methods of payment for services: Cash, Check, Money Order, Visa or MasterCard.
- ◆ Payment is expected at the time of service for any patient responsibility fees. These fees may include: Co-Pays, Deductibles, Patient Co-Insurance, Self-Pay Account Balances, services considered non-covered by your insurance, and any accounts in a “collect” status.

Payment Plans

- ◆ If you are unable to pay the full balance due at the time of service, or, in the event that you have a large patient responsibility balance due, we are happy to make arrangements with you to set-up a Payment Plan.
- ◆ Failure to meet the obligations for payment set forth in an approved payment plan may result in your account being sent to a collection agency.

Collection

- ◆ If no payment is made to UMA after your account balance has been outstanding for 90 days, your account will go into “collect” status, at which time your account will be sent to an external collection agency.
- ◆ It is important for you to note that accounts sent to an external collection agency may have an adverse impact on your person credit and credit rating.

Means of Contact

- ◆ In order for us to provide services to you or to collect any financial amounts you may owe UMA for services provided to you, we may contact you by telephone at any contact number that we have associated with your account. This may include mobile phones, which depending on your mobile phone plan could result in charges to you.
- ◆ We may also contact you by sending text messages or e-mails, using any e-mail address you provide us.
- ◆ When we attempt to contact you we may use pre-recorded voice messages and/or use automatic dialing devices.

Questions?

Central Billing Office - Parks Hall Room 126

Phone Numbers

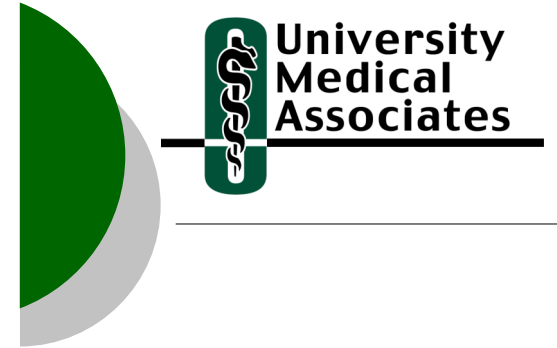
(740) 593-4604

(740) 593-4609

(740) 593-2522

Normal Business Hours

Monday - Friday from 8:00 AM - 4:30 PM



Financial Policy

Thank you for choosing University Medical Associates (UMA) for your healthcare needs. The contents of this brochure are meant to outline for you the financial policies used at UMA, which include your financial responsibilities and obligations.

University Medical Associates Financial Policies

Appointment Times

- ◆ Your appointment time(s) have been set based on information that you provided us when you scheduled the appointment(s).
- ◆ It is best that you try to arrive early for your scheduled appointment to allow time for registering and any paperwork that might be necessary for you to complete
- ◆ Patients arriving late for their appointments may be asked to reschedule their appointment.
- ◆ We respectfully request that should you need to cancel a scheduled appointment you have with us, that you contact us to cancel the appointment at least 24 hours in advance of the appointment, or 1 business day.
- ◆ Please note that 3 missed appointments without adequate notice to UMA within a 1 year period of time may result in your unfortunate dismissal from our practice.

Patient Registration

At your initial visit with us, and periodically after that, you will be asked to complete a patient registration form. It is your responsibility to provide us with your current address, telephone number, and insurance information. If you fail to provide this information you will be unable to receive care from us.

“Well-Visits”/Annual Exams

- ◆ The purpose of a “well-visit” or annual exam appointment is to provide a preventative service to our patients. This type of visit may include: a review of your health history, a physician examination by the provider, a breast exam, a PAP exam, or other preventative services determined by the provider to be appropriate.
- ◆ Many health insurance plans cover this type of visit without you having to pay a co-pay charge for the visit.
- ◆ If you have a problem or concern during this visit that requires a detailed discussion at length, and involves medical care and/or services outside the scope of the scheduled visit, your visit becomes a “problem-based” visit and will require that an additional code be billed to your insurance. As a result, your health insurance plan may require a co-pay for this service and you may incur additional charges and fees that may be applied to your insurance’s applicable deductible.
- ◆ You may instead be asked to schedule another appointment to discuss these issues and concerns in greater detail. This will ensure that the provider has enough time set aside to spend with you to adequately address your concerns.
- ◆ **It is your responsibility to inform the provider that you are here for a “well-visit” or Annual Exam.**

Billing

- ◆ At registration you will be asked to provide us with a copy of your driver’s license or state issued ID, and a copy of your current health insurance card. This will allow us to properly bill for services that we provide you.
- ◆ We will bill all major insurances for you, including Medicare, Medicaid, Ohio Worker’s Compensation, HMO’s, and PPO’s.
- ◆ We will also bill all secondary insurances for you if you provide us with this information.
- ◆ Patients being seen for a Worker’s Compensation claim must also provide us with a copy of their primary insurance card. In the event that Worker’s Compensation denies services we will bill your regular insurance.
- ◆ It is your responsibility to notify UMA of your insurance coverage and if your insurance coverage changes in any way.
- ◆ If you do not provide us with insurance information you will personally be responsible for any financial responsibility as a result of receiving healthcare services from UMA.