

## Payment Policy

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Our intent is to communicate our payment policy, regardless of your insurance status.

### All Patients

1. New patients need to bring in all health insurance card(s), Medicare cards, and/or current State Assistance coupons for all current coverages.
2. To prevent billing of services to you, your medical information must be accurate for both your primary and supplementary coverage.
3. All patients will be asked to thoroughly review and confirm the information on their Fee Ticket at each visit.  
**You must advise us of *any* changes in primary care physician, your insurance carrier, or your personal address or phone number. If you receive new insurance cards, we will need to make a copy of the front and back of your cards.**

### Co-Payments

You are expected to pay your insurance co-payment at the time of your office visit. Please see the staff at the front desk to make this payment.

### Payment Options

You can pay with cash, check, money order, VISA or MasterCard debit or credit cards.

### Fee Tickets

If your physician hands you your Fee Ticket, please be sure to leave it with the appointment desk personnel; they will review the ticket for any physician instructions. If you need a copy for your records, we will be happy to make one for you.

### Referrals

1. Many insurance plans require that you obtain a referral before being seen or treated by a specialist. Your primary care physician can assist you with obtaining referrals.
2. It is **your** responsibility to request the referral from your primary care physician, but we will assist whenever possible.
3. Also, please be aware that **outside tests**, such as lab work, usually need to be done at a specific lab and **usually will need a referral**. Please contact your primary care physician to confirm where your lab work needs to be conducted, if we order lab work for you.

### No Insurance

If you do not have insurance coverage, we do expect you to do your part in paying for the services rendered and we are eager to work with you to reach a mutually agreeable solution. Your local State DSHS office may also be an alternative source of financial assistance.

If you **do not** have insurance coverage, our initial expectations are:

1. You will pay at least \$100.00 at the time of service. Payments are accepted by the front desk personnel at the time of your appointment. The balance is due within 30 days.
2. Balances under \$300.00 may be paid with monthly payment arrangements that settle the balance in full within 90 days. Please contact the Business Office Representative to sign a financial agreement prior to or when you arrive for your appointment.
3. Balances over \$300.00 may be paid with monthly payments for a maximum of 12 months. Please contact the Business Office Representative to sign a financial agreement prior to or when you arrive for your appointment.

*Payment Policy Continued.*

### **Billing Issues**

We endeavor to bill your insurance coverage correctly. However, billing questions regarding charges or payments do arise. We invite you to call our Business office at (253) 572-7320, whenever you need billing information or assistance.

To make financial arrangements, please contact our Business Office Representative, Suzanna, at (253) 396-4819 or (253) 572-7320. Suzanna is located in our Tacoma office, but serves all Cardiac Study Center locations.