

WELCOME TO ROSELLE ALTERNATIVE CARE CENTER

Procedures and Policies

The Doctors and Staff are very pleased that you have chosen us for your health care needs. The following is a list of our procedures and office policies that will help you get better acquainted with us. If you have any questions, please speak with one of our staff members.

1. Always sign in at the front desk.
2. All patients are required to attend a Health Care Class. Please make sure you register at the front desk before your third appointment.
3. There is a charge for missed appointments. You will be charged the full amount of the appointment time for cancellations and reschedules if you fail to call us at least 8 hours prior to your appointment time.
4. If for some reason you must reschedule an appointment that appointment must be made up within a 7 day period so that your program of care will not be interrupted.
5. Payment is expected in full at time of visit. We do offer pre-payment schedules at a discount if you would like to prepay your care. We also have other financial arrangements available. If you want more information, please talk with our Case Manager.
6. We submit insurance in our office as a courtesy. We are not participating providers with any insurance company. We accept assignment on a Pre-Approved basis. However, you are responsible for any non covered services. Please keep in mind that insurance companies all cover differently, do not assume that you claim will be paid at 100, 80, or even 70 percent. They base their reimbursement on what they call "Usual and Customary" for the area. We truly do not know what they will pay until we receive the first Explanation of Benefits (EOB) back from the carrier.
7. If you become an insurance patient in our office, you must first meet your deductible and then keep your co-payment current. Personal balances can not exceed \$100.00 at any time.
8. If a problem arises and the insurance company does not pay within 60 days of submissions, it will be your responsibility to contact your insurance company and find out what is holding things up. We give insurance companies approximately 90 days to pay before we transfer the balance to you.
9. If you decide to discontinue care on your own, the balance on your account is due and payable in full immediately.
10. We are here to serve you. Please speak with your Doctor or with our Case Manager about any upsetting matter, i.e., long waits, staff insensitivity, confusion about treatment, etc. We see your comments a way of helping us help you better.

Patients Signature: _____ Date: _____

I have read and understand the above information.