

**STARR INTERNAL MEDICINE**  
**FINANCIAL AND OFFICE POLICY**

It is our practice to have a Financial and Office Policy which clearly outlines patient and practice financial responsibilities. We are committed to providing our patients with the best possible medical care minimizing administrative costs. This financial policy has been established with these objectives in mind and to avoid any misunderstanding or disagreement concerning payment for professional services. The following is a statement of our Financial policy, which we require you to read and to sign.

**Patient information:** A fully completed and current registration will be on file in the patient's chart. Any changes of address, phone number or of insurance, it is **the responsibility of the patient to** notify us of the change.

**Insurance Claims:** It is the patient's responsibility to pay any deductible, co-insurance, co-payment, or any portion of the charge as specified by his/her insurance plan at the time of the service. We accept payment in cash, check, or credit card.

**Primary Insurance:** Starr Internal medicine will file claims with the patient's insurance upon the patient's submission of proof of coverage (insurance card, identification number, and group number). In the event the patient has insurance coverage but cannot provide documentation, payment is due at the time of service. **Filing of insurance does not transfer your financial obligation to your insurance company.** We will bill you for any patient responsible balance after insurance payment(s) and claims denied by the insurance carriers.

**Secondary Insurance:** Claims will be filed with secondary insurance if adequate information is received at the time of service. However, if payment is not received in our office within 45 days after filing, the balance to be transferred to the patient and due upon receipt. While filling of insurance is a courtesy we extend to our patients the charges are your responsibility for all services rendered.

**Uninsured:** Payment in full is expected at the time of service.

**Refills on medications:** Please ask your pharmacy to send an electronic request regarding refills you might need. Call our office regarding refills for controlled substance only. Prescriptions will be ready between 48 hours to a week (especially for controlled substances) from your request, so make sure you are requesting enough time in advance. Controlled substance prescriptions **need** to be picked up at the office.

Printed name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_