



Our Office Policy

- 1) For most cases we do not bill insurance companies directly. Patients are expected to take care of their fees as services are rendered. We do not accept responsibility for collecting your insurance claim or for negotiating a settlement of a disputed claim. However, we will gladly prepare a doctor's statement of charges for you to submit to your insurance carrier for reimbursement.
- 2) If you have NO HEALTH INSURANCE, and in cases where we do not bill insurance companies directly, you will need to pay your charges in full on each visit. Our office accepts cash, checks, VISA, American Express, and MasterCard.
- 3) Please note that you will be charged a service fee of \$25 for every returned check.
- 4) If you have HEALTH INSURANCE and if we bill insurance companies directly:
 - a) You are ultimately responsible for payment of any charges that are not covered by your insurance company.
 - b) On each visit you will need to pay the estimated percentage of the charges not covered by your insurance company.
 - c) We will notify you of any amounts your insurance company fails to pay within sixty (60) days. You will have another thirty (30) days to call your insurance company. Any amount owed past ninety (90) days by your insurance company will be your financial responsibility
 - d) Any insurance checks you might receive are to be brought to our office promptly. If you fail to do so within one (1) week of receiving such a check, that amount will be your financial responsibility.
 - e) Any amount not covered by your insurance company must be paid within thirty (30) days of your being notified of that amount.
- 5) If you need to cancel an appointment, *please inform us at least 24 hours in advance to avoid a late cancellation fee of \$50 on weekdays and \$75 on weekends.*
- 6) Herbal granule formulas and raw herbal tea formulas are non-refundable. Pill or capsule bottles can be returned within 2 months if unopened and in their original condition.
- 7) I authorize the release of any medical records and/or any other necessary information to process a claim with my insurance company or companies.
- 8) Lim's Acupuncture & Traditional Chinese Medicine is in compliance with HIPAA law and regulations. Copies of our HIPAA Notice of Privacy Practices are available upon request at the clinic's front desk. The notice is also available for downloading from our website at <https://www.lims-acupuncture-tcm.com> in PDF file format.

Printed Name: _____

Signature: _____

Date: _____