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## Financial and Prescription Policies

Thank you for choosing Hand Center of Evansville (HCE) as your health care provider. We recognize that complex billing processes and payment methods are confusing for most people, therefore, we would like to share our financial policies and prescription policy.

**Insurance:** Our patients are encouraged to check with their insurance carrier to make sure that HCE is an in-network provider. As a courtesy, we file insurance claims for our patients. You are responsible for payment of your account even if you have insurance; your insurance contract is an agreement between you and your insurance company and as part of that contract with them, they may require you to make a copayment at the time of service, or pay a deductible amount. If there is a balance remaining you will receive a billing statement, the remaining balance is due upon receipt of that statement. Patients can help us file claims effectively by providing a copy of their current insurance card and all necessary billing information.

**Canceled Appointments.** If you are unable to keep your scheduled appointment, please call our office one business day prior to your appointment to reschedule. This will enable us time to use your appointment time for another patient.

**Self Pay/No Insurance.** Payment will be due at the time of service. If you are unable to pay your balance in full, you will need to make prior arrangements with our office.

**Auto Accident/Liability Injury.** HCE will file any health insurance you have, but will not file third party insurance if the injury/condition being treated by HCE is a result of an automobile accident or liability injury. Payment for any services that we provide will ultimately be your responsibility.

**Billing.** Our statements are sent out on a monthly basis and are due upon receipt of statement. We accept the following methods of payment: Cash, check, Visa, Master Card, Discover Card and money orders for payment on your account.

**Financial Hardship.** If you feel you are unable to pay your bill in full due to financial hardship, contact our office to discuss the payment options available to you at 812-402-4263.

### Prescription Policy.

- The first step to refilling your prescription is to call your pharmacy and request a refill request be faxed to our office in order for a refill to be processed, an office staff member will need to verify the prescription and verify that the refill is due. If some other problem or issue is identified, you may be contacted by our office.
- If a patient fails a scheduled appointment, no medication refills will be made until seen in follow up.
- Prescriptions take 24 to 48 hours to be processed and refilled. Please plan ahead if the prescription is due on a weekend or holiday, and give us enough time to prepare the prescription
- .Requests for same day or walk-in refills (requested by walking into the clinic) may not be filled the same day. You must give the staff 24 to 48 hours to prepare the prescription.
- Renewals and refills will be handled Monday through Thursday between 8 am and 5 pm, and Friday 8 am to 3 pm.
- A request that is called in or faxed after 3 p.m. on Friday may not be filled until Monday.
- There will be no refills after hours by any of our physicians or providers.
- If you think that you are having an allergic reaction to a medication, call the office immediately or go to the nearest emergency room.

Patient signature \_\_\_\_\_ Date \_\_\_\_\_