

**LEHIGH VALLEY WELLNESS CENTER**  
**Louise Diehl, RN,MSN,CRNP**

**Financial Policy**

We at Lehigh Valley Wellness Center are committed to providing you with the best possible healthcare. If you have health insurance, we are willing to help you receive the healthcare benefits you are entitled to. For this to happen, we need your assistance and your understanding of our financial and insurance policy.

Payment for all services is due at the time services are rendered unless other arrangements have been made. We do **NOT** participate will **ALL** insurance plans. Please call our office or your insurance company to verify that Louise Diehl is a participating provider.

We would like to remind you that as your healthcare provider, our relationship is with you, not your insurance company. While on your behalf we will file your claims as a courtesy, please keep in mind that all charges are your responsibility.

- **You are responsible for your copay, co-insurance, non-covered benefits and your deductible.**
- Your copay will be collected at the time you check in.
- You must present your valid insurance card at every visit.
- You must notify us of any insurance changes.
- A pre-authorization or pre-certification obtained by our staff or in some cases from Your insurance company is not a guarantee of payment. The payment will be determined by your insurance company once our claim is submitted.
- **Returned Checks will be subject to a \$35.00 charge.**
- We will bill your insurance company, if we are unable to collect from them the balance **will** become the patient's responsibility.
- We will work closely with you to help you make payment arrangements, that are acceptable to both Lehigh Valley Wellness Center and yourself.
- In the event that our office is unable to collect a delinquent balance from a patient, we may request the assistance of a third party collection agency. In this instance any collection or legal fees incurred by Lehigh Valley Wellness Center will be passed on to the owner of the delinquent account.
- **If you are issued a check by your insurance company on behalf of services provided by LVWC, it is your responsibility to turn the check over to the office.**
- **Lehigh Valley Wellness Center reserves the right to charge a missed appointment fee of \$25.00.**
- Referrals are determined based on your insurance plan. It is the patient's responsibility to notify us when a referral is needed, ample time for pre-authorization or pre-certification.
- Prescription refills that are called in prior to 1:00 PM will be called in to the pharmacy by the end of our business day. Refill requests called at 1:00 PM will be called in the following day.

I have read and accept the Financial Policy of Lehigh Valley Wellness Center. I have been offered a copy of this policy and all of my questions have been answered to my satisfaction.

**Print Name** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signature** \_\_\_\_\_