

Patient Policies

The following is our policy concerning referrals, missed appointments and billing.
Please read this and sign at the bottom. Thank you.

Referral Options

If your insurance requires that you have a referral in order to receive chiropractic benefits, please take the following steps:

- Contact your primary care physician to obtain a referral for services.
- Bring a copy to our office or have your physicians managed care representative mail or fax a copy to our office:

Robert B DeFever, DC Michael L Keehn, DC
9516 State Ave, Suite D
Marysville, WA 98270
Fax: 360-659-3918

It is important to be aware of the number of visits allowed on your referral as well as the expiration date of the referral. It is your responsibility to contact your primary physician to obtain a new referral. If a treatment plan is required, we will gladly provide your doctor this information.

Missed Appointments

This office adheres to the following policy regarding missed, changed or canceled appointments:

- It is requested to have four hours advanced notice if you need to change or cancel your appointment. If proper notice is not given, you may be charged for a missed appointment.

Disclosures Required By Fair Credit Billing Act

In compliance with the Federal Consumer Credit Protection Act, we are notifying you of our policies regarding payment of statements for services rendered on your behalf.

- We will furnish you a monthly statement of your account showing the amounts billed and credited to you by us.
- All accounts are due and payable in full within 10 days following the date of initial billing. Our office will bill your insurance company for all services. Please present your current insurance card. You are responsible for annual deductibles, co-pays and co-insurance as assigned by your insurance company.
- If payment of charges is beyond 60 days, we reserve the right to impose a finance charge, not to exceed 1.0% per month.
- The amount of which the periodic rate is applied shall be the outstanding balance over 60 days or more as of the date of each monthly statement, after deducting all current payments and credits made each month. All payments will be applied to the oldest charges first.
- MINIMUM PAYMENT: The minimum payment on all accounts will be \$25.00 or 10% of the balance due (whichever is greater) and will be due within 10 days of the billing date.
- Default in payment: Entire outstanding balance may be declared immediately due and payable upon default in payment.

Signature: _____ Date: _____