



Office Policy

Our goal is to provide exceptional service and ensure that all questions are answered to eliminate confusion when it comes to your care at All Ways Chiropractic. Our office policy allows us to convey how our office operates, while allowing us to meet our goals of exceptional service. Please read our Office Policy carefully. If you have any questions, please do not hesitate to ask any member of our staff.

- 1) We bill your health insurance as a courtesy to you, along with all required documentation. However, we are NOT participating with ALL insurance companies. It is your responsibility to note any coverage differences when we are an out of network provider.
- 2) We make every attempt to accurately verify your insurance coverage and to accurately estimate any out-of-pocket expenses you may have. However, it is ultimately your responsibility to understand your plan benefits. It is your responsibility to know if a referral or authorization is required, what services are covered or not covered, and any out-of-pocket expenses under your policy benefits.
- 3) You are ultimately responsible for your care and agree to accept full responsibility for all services rendered whether they are a covered service or a non-covered service by your insurance policy.
- 4) According to your personal health insurance benefits you may be responsible for a deductible, co-pay and/or co-insurance. Those fees are due to All Ways Chiropractic and will be collected based upon your health insurance policy benefits and claims processing determination.
- 5) All Ways Chiropractic does not bill Durable Medical Equipment (DME) supplies to health insurance companies. The cost of all supplies is to be paid directly to All Ways Chiropractic on the date of the purchase. You have the option of submitting a claim to your health insurance company if you choose.
- 6) If you do not have health insurance, maxed out your Chiropractic benefits, or are on maintenance care plan we will extend our Time of Service (TOS) rates to you. The TOS fee is to be paid at the TOS, no exceptions. Our office saves on clerical costs which allows All Ways Chiropractic to extend those savings to you. To be eligible for our TOS rates you must pay for your care at the TOS. We do not send bills. If we are forced to send a bill due to non-payment at the Time of Service for a forgotten wallet, etc. the reduced rate will be reversed to our actual fee for service. To avoid any issues, payment for a TOS adjustment is due prior to receiving your adjustment.
- 7) Patient statements are sent monthly and should arrive to you mid-month.
- 8) We reserve the right to send any unpaid balances to a collection agency.
- 9) A fee of \$25.00 will be assessed on any returned checks.
- 10) We require 24-hour notice when cancelling a massage. If 24-hour notice is not provided to All Ways Chiropractic then a NO SHOW fee will be added to your account in the amount of \$50.00 for the second NO SHOW, and \$65.00 for each NO SHOW thereafter. Any NO SHOW fees incurred will be *your* responsibility, regardless if you are being treated on an injury claim or if we are billing your health insurance. *A NO SHOW fee is NOT covered by any insurance company; therefore, a NO SHOW fee is paid directly to All Ways Chiropractic by the patient.* After too many NO SHOW's (determined by All Ways Chiropractic) which include not providing proper 24-hour cancellation notice or missing the appointment entirely, All Ways Chiropractic reserves the right to not pre-schedule any future massage appointments.
- 11) If you receive an updated insurance card due to switching plans, a new calendar or fiscal year commences, or you completely change health insurance companies, All Ways Chiropractic requires a copy of the new card if you would like us to continue billing for payment for services rendered. Otherwise, you are welcome to utilize our TOS rates.

- 12) There are times when insurance policies change throughout the year, which might change your out-of-pocket expense. If this happens you should be notified by your insurance company. It is not the responsibility of All Ways Chiropractic to stay up to date on your insurance policy and available benefits.
- 13) Know your benefits. Your insurance policy informs you of your available health insurance benefits. MOST insurance plans limit the number of Chiropractic, massage and physical therapy benefits that are available for your use. All Ways Chiropractic does our due diligence to keep track of how many visits you have used at our office. However, it is ultimately your responsibility to know how many times you come in for care. This includes visiting other Chiropractic offices, as *ALL* Chiropractic visits count towards your Chiropractic benefit, regardless of the Doctor of Chiropractic you have seen. If you are treated more than what your benefits allow then each visit thereafter will deny, and the cost for your visit will be our actual fee for service. Deductible, co-pay and co-insurance amounts do not apply to maxed benefits.
- 14) If you have an open injury claim due to an auto accident, pedestrian related injury, work injury or a slip and fall, please notify the front desk. Please supply All Ways Chiropractic with the Date of Injury (DOI), type of claim ie: MVA or work injury claim, name of the insurance company, claim number, phone number, name of the adjuster and attorney information.

Let's all work together for the benefit of you and your health!

Patient Name: _____ Date: _____

Patient Signature _____ ***Employee Initials*** _____