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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) As a courtesy, All Ways Chiropractic will bill your health insurance and submit required documentation on your behalf. However, we are not participating providers with all insurance plans. Verification of benefits is an estimate and not a guarantee of payment, as all coverage determinations are made by your insurance carrier once claims are processed.
- 2) It is your responsibility to understand your individual insurance benefits, including covered and non-covered services, referral or authorization requirements, deductibles, co-payments, co-insurance, and visit limitations. You are financially responsible for all services rendered regardless of your insurance company's payment determination.
- 3) If your insurance policy changes at any time, including a new plan year, change of carrier, or updated benefits, you must provide a copy of your current insurance card if you would like us to continue billing your insurance. If updated information is not provided and services have been billed to the insurance on file, you are responsible for the full-service charge. Insurance policies may change throughout the year, and it is your responsibility to notify our office of any benefit changes that may affect your coverage.
- 4) Payment for deductibles, co-payments, co-insurance, and non-covered services is due at time of service. Patient statements are sent monthly and typically arrive mid-month. Any unpaid balance may be referred to a collection agency. A fee of \$25 will be assessed for any returned checks. We reserve the right to discontinue care in situations involving non-compliance with this Office Policy.
- 5) Time of Service (TOS) rates are available for patients without insurance coverage, patients who have exhausted their chiropractic benefits, or patients receiving maintenance care. TOS rates require payment at the time services are rendered, and we do not send bills for these accounts. If payment is not made at the time of service, discounted TOS rates will revert to our standard fee schedule.
- 6) TOS packages are non-transferable and may not be shared with or applied to another individual, including family members. If care is discontinued before a package is completed, visits used will be recalculated at the standard fee. Any credit balance will be refunded within 30 days, and any remaining balance owed will be due immediately.
- 7) Many insurance plans limit the number of chiropractic and massage therapy visits allowed per calendar year. While our office tracks visits provided at All Ways Chiropractic, it is ultimately your responsibility to monitor your total visits, including services received at other facilities. All chiropractic visits count toward your annual benefit maximum regardless of the provider seen. Once benefits are exhausted, services will be billed at our standard fee, and deductibles, co-payments, and co-insurance amounts no longer apply.
- 8) All Ways Chiropractic does not bill insurance companies for Durable Medical Equipment supplies. Payment for these items is due at the time of purchase. If you choose, you may independently submit a claim to your insurance company for potential reimbursement.

- 9) We require a 24-hour notice to cancel a massage appointment. The first missed appointment will be waived as a one-time courtesy and documented in your account. Any subsequent missed appointments or failure to provide proper notice will result in a \$65 fee. No-show fees are not billable to insurance and are paid directly to All Ways Chiropractic. No-show fees are the sole responsibility of the patient. All Ways Chiropractic reserves the right to NOT pre-schedule future massage services after repeated missed appointments.
- 10) Lumbar Decompression Therapy is not covered by health insurance. A consecutive four-day trial is available for patients who are a candidate for Decompression Therapy. Following the trial period, a customized treatment plan and associated discount service agreement will be presented. If you choose to discontinue decompression care at any time, services rendered will be recalculated at the full rate up to the last date of treatment. Any credit balance will be refunded within 30 days, and any outstanding balance will be due immediately upon cancellation. Pay-as-you-go options are also available without a signed agreement.
- 11) If you are receiving care related to an auto accident, work injury, pedestrian injury, or slip and fall claim, you must provide the Date of Injury, type of claim, insurance company name, claim number, adjuster contact information, and an attorney information if applicable. You remain financially responsible for all services until payment is received.
- 12) ATTORNEY'S OBLIGATION: If you are represented by an attorney, the attorney is instructed to withhold sufficient funds from any settlement proceeds to satisfy the outstanding balance owed to All Ways Chiropractic, PLLC and to remit payment directly upon resolution of the case. The attorney further agrees to notify our office if legal representation is terminated for any reason.

Acknowledgement

I have read and understand the Office Policy of All Ways Chiropractic. I agree to comply with the policies outlined above and accept financial responsibility for services rendered.

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

Patient Name: _____ Date: _____

Patient Signature _____ Employee Initials _____