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Financial Policy

Thank you for choosing Interventional Pain Specialists as your pain provider. Our practice is committed to providing you the best healthcare possible. We understand that insurance can be confusing, because some of our patients have had questions regarding patient and insurance responsibility for services rendered, we have developed this payment policy. Please read it, ask us any questions you may have and sign in the space provided. A copy will be provided to you upon request.

Insurance and Billing

- As your provider, please remember that our relationship is with you and not your insurance carrier. Your benefit coverage is a contract between you and your insurance carrier. **Please be aware that not all medical services are covered benefits under all insurance plans.** We encourage you to be familiar with your insurance benefits and limitations. If you have any questions about your coverage, please contact your insurance carrier.
- Interventional Pain Specialists will not become involved in any disputes between you and your insurance carrier.
- It is the responsibility of the patient to provide **ACCURATE** and **TIMELY** insurance information.
- It is ultimately the responsibility of the patient to check with your insurance carrier to ensure that Interventional Pain Specialists participates with your insurance network.
- Interventional Pain Specialists does not bill any 3rd party liability insurance.
- If your treatment is related to a motor vehicle accident, **we will not** place a hold on any account balance until a settlement is reached. Your Co-pays are due at the time of service. Any Deductible or Co-insurance balance is due within 20 days of your statement date.

Co-payments, Co-insurance and Deductibles

- Co-payments are a flat fee paid each time a medical service is accessed and must be paid before any policy benefit is payable by an insurance company. Co-payments usually range from \$20.00 to \$50.00 depending on your coverage.
- Deductibles are amounts which must be paid out of pocket before an insurance carrier will pay any expenses. The deductible must be paid by the patient before the benefits of the insurance policy can apply.
- Co-insurance is a percentage of the allowed charge that the patient pays after the deductible has been satisfied
- Our providers are in network with most insurance companies, and the insurance company will require that we collect these fees per the terms of your health care contract.

Unpaid Balances

- Patients typically receive a statement from our office after your insurance company has processed claims. Payment is due within 20 days of the statement date. Unless prior arrangements have been made with our billing office, **failure to pay amounts due, including past due balances, may result in your appointment being rescheduled or other collection activity.**

Self-Pay

- If you are uninsured and in need of medical care, we may see you on a self-pay basis. Payment is due at the time of services rendered, unless prior arrangements have been made with our billing office.

Cancellation/Missed Appointment

- Our current policy is to make at least one attempt to contact patients one or two days in advance of their appointments as a courtesy reminder, not receiving an appointment reminder call does not excuse a missed appointment. Patients are ultimately responsible for keeping their appointments. A “missed” appointment, is when an appointment was not cancelled/rescheduled 24 hours in advance.
- Interventional Pain Specialists may charge a \$25.00 cancellation/missed appointment fee if the patient fails to provide at least 24 hours notice of cancellation. You are responsible for paying this fee before you are able to schedule another appointment, as allowed by your insurance carrier.
- Patient will only be allowed THREE missed appointments before they are released from our care.

Returned Checks

- The charge for a returned check is \$35.00 payable by cash or money order. This will be applied to your account in addition to the insufficient fund amount.

Payment Methods

- We accept a variety of payment methods, including cash, check, money order, or credit/debit cards.
- We understand that there may be times and circumstances that come up where you are unable to pay your entire bill. In these situations, it is VERY important that you contact our billing office so we can assist you in setting up a reasonable payment plan and to keep your account from being sent to a collection agency.

