

Rodney Z. Wong, M.D., Inc.

Notice of Policies and Procedures

OFFICE PAYMENT POLICY

Given the constant changes in insurance company payment policies, the following office policies have been established to help us provide greater understanding in all aspects of patient care, and maintain the highest quality medical care for our patients.

If you have insurance . . .

Please keep in mind that your insurance is a contract between you and your insurance company. Our office *cannot* guarantee that your carrier will pay your claim. *If your claim with your insurance company is denied, the obligation for the payment is the responsibility of the patient. We highly recommend patients to know what their benefits are before any office visits.*

Insurance Plans. We participate in most PPO and POS plans, including Medicare. We do not accept Medicaid, MediCal or HMO plans (except for PMG of San Jose).

Proof of insurance. All patients must complete our patient information/registration form before seeing a health care provider. We must obtain a copy of your driver's license and current valid insurance to provide proof of insurance. If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the balance of a claim.

Coverage changes. Please inform us of any and all changes to your insurance coverage or registration information before your appointment. The correct information is critical to help you receive your maximum benefits.

Verifying Benefits. As a courtesy to you, our office staff will do their best to verify your coverage. However, knowing your insurance benefits is solely your responsibility. Please contact your insurance company with any questions you may have regarding your coverage. Our office will not enter into a dispute with the insurance carrier over a claim. We will be happy to assist whenever possible.

Claims submission. Our billing department will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Our office will not enter into a dispute with the insurance carrier over a claim. Your insurance benefit is a contract between you and your insurance company; we are not party to that contract.

Non-covered services. Please be aware that some – and perhaps all – of the services you receive may be non-covered, or not considered reasonable or necessary by Medicare or other insurers. You must pay for these services in full at the time of your visit.

Co-payments and Deductibles. All co-pays and deductibles are due at the time of service. This arrangement is part of your contract with your insurance company. Again, if you are not sure what they are, contact your insurance.

Payments. For our patients' convenience, our office accepts cash, check, money order, Visa, MasterCard, American Express, and Discover credit cards. We do not accept debit cards.

Misdirected Payments. If an insurance payment to Dr. Wong is mistakenly sent to the patient instead of the office for services rendered, the patient is expected to provide payment within ten (10) business days of receipt along with the Explanation of Medical Benefits.

Non-Payment.

- A \$25 processing fee will be charged for all returned checks.
- A finance charge of 1.5% will be applied to any unpaid balance over 60 days, and will be applied every 30 days until the balance is paid in full.
- If an account is past due for more than 120 days, the account will be turned over to a third party for collections. A collection fee of \$25.00 plus any additional cost for collections will be added to the account.

If you are a self-pay patient . . .

You will be responsible for payment of the entire bill. All Office Payment Policies and other Policies and Procedures will also apply to self-pay patients.

If you are experiencing financial hardship . . .

In the case of financial hardship, our billing coordinator will work with the patient to arrange a method of payment for services.

Billing Questions. We are here to help you understand your bill. However, we can only help to explain bills after the insurance company or health plan has taken action. If your insurance company or health plan has not already taken action on your claim, you should call them before calling our billing department.

GENERAL OFFICE POLICIES AND PROCEDURES

Cancelling or Rescheduling an Appointment

In order to be respectful of the medical needs of our patient community, please be courteous and call our office promptly if you are unable to attend an appointment. We are a very busy practice and appointments are in high demand. Your early cancellation will give another person the possibility to have access to timely medical care.

If it is necessary to cancel or reschedule your appointment, please call our main office at 650-967-7249 by 10 a.m. one (1) working day in advance. If you do not reach the receptionist you may leave a detailed message on the voice mail. If you prefer to cancel via email, we require a 48 hour notice if you choose this method, otherwise the “**no show**” fee will be applied to your account. Cancellation email is: frontdesk@rodneywongmd.com. Make sure to include, patient’s full name, date and time of appointment, date of birth, phone number, person calling. Please keep in mind we will not respond to any re-scheduling appointment requests. For re-scheduling, you will need to call our office personally.

Missed Appointment or “No Show”

A “No Show” is an appointment that is missed without cancellation by 10 a.m. one (1) working day in advance. “No Shows” inconvenience those individuals who need access to medical care in a timely manner. A failure to be present at the time of a scheduled appointment will be recorded in the patient’s chart as a “No Show”. There is an administrative fee of \$30.00 for each “No Show”. Please be aware that these fees are not covered by insurance plans. It will be your responsibility to pay before or at your next visit.

Filling out Forms

Many patients bring forms for our office staff to complete. Please allow at least five (5) business days for all forms to be completed. Fees are calculated depending on the amount of staff and provider time required. The fee for completing forms is \$15.00 to \$25.00 each. Unfortunately, we have spent time and resources filling out many forms that are never picked up. Consequently, we now ask that payment be made in advance.

Copy of Records

You are entitled to a copy of your medical records. You may also request a summary of your records, or only the section of your records related to a specific illness or injury. You must submit your request in writing. You do not need to give a reason for your request, however, it may be helpful to discuss your request with our staff to determine and clarify which sections of your record you’d like to have copied. The cost depends on the amount of copying. There is an administrative fee of \$15.00 that must be paid in advance. Unfortunately, we have spent time and resources copying records that are never picked up. Consequently, we now ask that payment be made in advance. The copying fee of 25¢ (twenty-five cents) per page, plus any other actual costs (for example, postage) can be paid at the time of pick-up or charged to your account.

Thank you for entrusting your care to us. We are dedicated to designing individualized treatment plans, and using state-of-the-art techniques to provide you with the best possible outcome.

If you have any questions about any of our office policies or procedures, please give us a call at 650-967-7249