



## Office and Financial Policies

**Welcome and thank you for choosing The Woodlands Dermatology/Montgomery Dermatology Associates for your dermatology care. We are committed to providing you with the highest quality medical care, in an efficient and cost effective manner. We hope by providing you with our policies in advance, we can prevent any misunderstanding or frustration at the time of your visit.**

- Insurance
  - When making an appointment with one of our physicians, it is *your* responsibility to confirm with your insurance company that our physician is currently under contract with your plan.
  - Some plans require you to obtain a referral prior to seeing a specialist. If your plan requires a referral, you will be responsible to obtain this from your Primary Care Provider (PCP) at least 72 hours prior to your scheduled visit. **\*\*Please note:** This is an electronic referral with a authorization code. This is NOT a note from your PCP stating they want you to be seen by our physicians.
  - Some procedures are NOT covered by insurance as they are considered cosmetic or not medically necessary. These procedures include but are not limited to removal of skin tags, seborrheic keratosis, spider veins, etc... You may be required to sign a waiver acknowledging understanding of your responsibility to pay for non-covered services in their entirety.
- Self Pay
  - If you do not have medical insurance you will be responsible for the entire cost of the visit at check out.
- Cosmetic Procedures
  - We require a \$75-\$150 deposit (depending on procedure and length of your appointment) for all cosmetic procedures. This includes but is not limited to chemical peels, laser treatments, sclerotherapy, fillers, Botox injections, etc... Cosmetic treatments are NOT covered by insurance and as such we will not file a claim to your insurance company for any visit deemed as a cosmetic procedure. In the event you cancel your appointment less with less than 24 hours notice, your deposit will be *forfeited*. In addition, you will be asked to place another deposit to schedule a future appointment.
- No Shows/Late Cancellations
  - We require 24 hours notice for all cancellations. You will receive an appointment reminder with sufficient time to cancel. All appointments cancelled with less than 24 hours will be considered a No-Show.
  - After a No-Show, you will be required to place a minimum \$50 deposit to hold your next appointment. (\$150 for surgical procedures). This is NOT A PENALTY. The deposit will be applied towards your next appointment. Should you No-Show the next appointment, your deposit will be *forfeited*.
  - Excessive late cancellations and/or no-shows will result in escalating deposit amounts, permanent deposit requirements, and/or dismissal from the practice.
- Late Arrivals
  - We normally allow a 15-minute grace period following your scheduled arrival time. In the event that we are able to work you in, there may be a longer than usual wait time as we will need to see the patients that arrived on time first. If you are past the 15 minute grace period you will be asked to reschedule.
- Parent/Legal Guardian of minors/Unaccompanied minor
  - Parents or Legal Guardians of minors are responsible for providing current information as well as any payment due the day of the visit.
  - Unaccompanied minors must have written authorization on file to be seen. The parent or legal guardian must sign the authorization prior to the visit. The minor is responsible for all payments due at the day of service.
  - Legal Guardians must provide legal documentation proving guardianship to place in the patient's chart.

- Labs
  - All tissue removed from your body (i.e. moles, infected skin tags, lesions, etc...) will be sent to a lab to be examined by a dermatopathologist.
  - Lab fees are *separate* from your physician visit. We will make sure to send your insurance information to the lab along with your specimen(s). The lab will file your insurance. You may receive an invoice from an outside lab or from our in-house dermatopathologist. These invoices are your responsibility

Payment Options as of March 4, 2024

- Self-pay/Cosmetic Procedures
  - Check
  - E-Check
  - Credit Card
  - Apple Pay
  - Samsung Pay
  - Allergan Coupon/ASPIRE coupon (for Cosmetic Procedures only)
- Insurance – multiple coverage
  - If you are covered by more than one insurance, you will be invoiced for anything not covered after your claim has been processed by all insurances.
- Insurance – 1 policy only: **CHOOSE ONE OF THE FOLLOWING (required):**
  - Option 1
    - Pay an estimated amount *in full* at check out. If the processed amount is less than what you paid we will issue a refund. If the processed amount is higher than what you paid, you will be invoiced the balance due.
  - Option 2 (**Best and most efficient**)
    - Credit Card on file for **today's date of service only**
      - This is a secure portal through ModMed Pay,
      - You will have the ability to present a credit card, debit card, or FSA/HSA card.
      - You decide the MAXIMUM amount that can be charged (i.e. \$50, \$100, \$200, etc..)
      - AFTER your insurance processes your claim, if there is a balance due, you will be notified of that amount and the date that your card will be charged.
        - If the amount due exceeds the maximum you authorized, you will be invoiced for the remainder. Conversely if the amount due is less than the maximum amount authorized, we will only charge the amount due.
      - This process must be done **at each visit** – we will not keep your card on your account – only for the one date of service.
- Payment Plans will be offered on a case by case basis depending on balance owed

**By signing below, I am acknowledging that I have read, understand and have agreed to The Woodlands Dermatology /Montgomery Dermatology Associates office and financial policies. I hereby attest that I have given and agree to provide current demographics, insurance information and authorize TWDA/MDA the release of my information necessary for filing claims to my insurance companies and obtaining pre-certification, when necessary.**

**Print Patient Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**Patient/Parent/Legal Guardian signature:** \_\_\_\_\_ **Today's Date:** \_\_\_\_\_