

Billing Policy

Financial Policy:

- Co –insurance, copay and/or deductible payment is due at time of service by cash, check, money order, Visa, MasterCard, Discover, or American Express. Depending on the level of service provided there may be an additional fee that is patient responsibility to pay within 30 days of receipt of your statement.
- Patients are responsible for their co-payments and/or deductibles at the time services are rendered for patients on Preferred Provider Plans (PPO's) or Health Maintenance Organizations (HMO's).
- Any balance on an account that is greater than 30 days old is considered past due. It must be paid prior to your next visit.
- A statement will be mailed on a monthly basis and will reflect the current balance for all services rendered prior to the date on the statement. Payment is due upon receipt of statement.

Insurance:

- Your insurance policy is a contract between you and your insurance company. While our billing professionals will do all they can to help our patients in communicating and negotiating with you insurance plan, we must inform patients that have any questions regarding coverage, benefits, or payment for services provided, is their responsibility to resolve.
- ***In the event of denials, errors, or non-covered services, the patient is responsible for all services rendered.*** If payment from your insurance carrier is not received within forty-five (45) days, we will seek full payment from you. Balance of services that are delayed or denied by your insurance company due to Coordination of Benefits information will become your responsibility after thirty (30) days.
- The Holiner Psychiatric Group and its employees do not guarantee that payment will be authorized for medical services; therefore, this office is not responsible for any adverse payment decisions or misuse of information.
- Notification of any change in your insurance status (i.e. new company, deductible, co-pay amounts) must be provided to the office forty-eight (48) hours in advance of next visit, or payment in full will be required.

Miscellaneous Charges:

- Fees for medical records are \$25.00 for the first 20 pages, and \$.50 for each page thereafter and may take up to 15 business days to obtain. Report preparation fees are based on the time involved.
- Any returned checks are subject to a \$30 service fee. Any returned check must be resolved before any future appointments can be arranged.
- The Holiner Psychiatric Group contracts with RS Clark and Associates, Inc collection agency, to collect delinquent accounts. Once an account is placed with RS Clark and Associates, Inc the patient must deal directly with RS Clark and Associates, Inc for payment of the account. In the event of account placement with RS Clark and Associates, Inc the applicable collection fees will be added to that account. Currently, these additional fees are equal to 25% of the total balance owed.
- ***If you miss your appointment or do not cancel your appointment 24 hours in advance, our policy is to charge the rate of (\$50.00) and is payable prior to future visits.*** These will not be billed to your insurance company. Please help us to serve you better by keeping your scheduled appointments or canceling in advance.

Should you have any questions regarding a balance on your account please feel free to contact your account representative:

If you are a patient of Dr. Holiner please contact Courtney at (972) 566-4139

If you are a patient of Dr. Molina please contact Dean at (972) 566-2956

If you are a patient of Dr. Elliston please contact Katharine at (972) 566-6876

If you are a patient of Dr. Freele please contact Betty at (972) 566-2991

If you are a patient of Dr. Chavason please contact Laci at (972) 566-2214

If you are a patient of Dr. Thornton please contact Carmen at (972) 566-8369

If you are a patient of Dr. Sharma please contact Kim at (469) 742-0199 option 7