

Financial Policy

Introduction

Our mission is to deliver *state of the art* solutions, empowering our clients to become their *best selves*. Helping our patients understand their *financial responsibility* is an important step towards that goal.

Your Doctor, Your Choice

Our **Board Certified Foot and Ankle Surgeons** are *experts*, trusted by *thousands* of satisfied clients. They *work together* with patients, and provide treatments to help patients *become* their *best selves*. Every patient is *unique*; and patients often benefit from *newer, state of the art treatments*.

We are *consistently recognized* as a **Preferred Provider** for most major health insurances. *Ultimately, we work for our patients, not health insurance companies.*

Health Insurance

Health insurance policies are important; they help pay for some, but not all of your health care costs. Health insurance companies are *not* Doctors, *can't* practice medicine, or determine medical necessity.

Health insurance companies will generally *not pay* for all services, especially *newer, state of the art treatments*. Sometimes they state this up front; other times, they decide *only after* the treatment. This can create a problem; your insurance can *refuse to pay after* you've received treatment.

Billing & Payment

To continue to *deliver excellence* to our clients, our policy is simple:

- For treatments that are covered by health insurance, we ask that all patient responsibility amounts (copayment, coinsurance, and deductible) be paid at the time of your visit.
- For treatments that are not covered, we ask you to waive your contractual coverage and be responsible for the associated costs.

Returns and Refunds

- There are **no refunds** available for professional services or products provided. Due to health and safety concerns, dispensed medications and braces cannot be returned

Convenience

We keep credit cards securely on file to pay for incidental charges, such as copayment, co-insurance and deductible amounts; We always notify patients prior to any charges.