



## Billing Policy

If an appointment is missed without **48 hours notification** you will be charged a **\$75 late cancellation fee. Fees for missed or late cancelled appointments are not reimbursable by insurance companies.** Payment is required at time of service. We accept payments via cash, credit card (Visa, MC, & Discover), bank draft, or check. Payments take a minimum two business days to be applied to your account.

Clients who are paying out of pocket, i.e., without insurance, will receive a 10% discount on services (if it is paid in full within 60 days). Payment of any outstanding balance must be made within 60 days or by other arrangement with Northwest ADHD Treatment Center.

We send electronic statements directly to your personal email on the first Monday of each month. If you feel you have been billed in error, please contact the billing department. It is advisable to call your insurance carrier to find out details of your benefits. **If you request or agree to a service for which your insurance company or its agent later denies payment, you assume responsibility for paying the entire balance.**

We bill your insurance as a courtesy. If you fail to disclose a change of insurance within timely filing limits (120 days from date-of-service) you may be responsible for the total balance. Northwest ADHD does not extend credit. However, many clients do hold patient balances with Northwest ADHD. For account **balances older than 90 days and/or \$400, Northwest ADHD charges a 12% APR interest rate** which is applied automatically. Northwest ADHD uses a collection agency to collect past-due balances older than 120 days and/or \$200 (i.e., *Transworld Systems*). **Failure to make payments may result in discontinuation of services.**

For account balances 31-60 days old: the billing department references the 3rd party payment system (i.e., *Navicare*) to correct claims and call the insurance company to resolve non-payment. For account balances 61-120 days old: the billing department will continue to work with the insurance company to resolve the claim.

For patient balances (deductibles, copays, co-insurance, and/or non-covered claims), the billing department will work with the patient to set up a payment plan through *Navicare Payments*. The patient may elect to do this on their own behalf via the web payment portal. For all balances older than 120 days, the billing department will designate the payment responsibility to the patient. These claims are likely denied by the insurance company and therefore the patient is responsible for these debts. The patient is responsible for any other involvement with the insurance company past this point and can work with them to resolve any lingering problems.

Patients who have signed up for a payment plan and continue to make regular payments, will not be processed for collections action. If the patient has a payment plan and fails to make a payment, or if the payment is rejected, the billing department will contact the patient to resolve

the payment. If a resolution cannot be made, the patient may, at that time, be processed for collections if the account is over 120 days. The billing department will attempt this contact only twice before action is taken to resolve the payment. Once a patient has entered a payment plan, any debt that continues to accrue on their account will automatically be added to the agreement and total owed to the company.