



## Northwest ADHD Treatment Center Billing Policies

Thank you for choosing Northwest ADHD Treatment Center as your mental health provider. We are pleased to offer billing services to you and your family to help facilitate your care. Please review and sign the billing policies below. If you need any additional information or have questions, please don't hesitate to ask.

### Payment of Fees

- We require all patients to pay their deductible, copay and/or coinsurance payment at the beginning of each visit. We accept payments via cash, credit card (Visa, Discover, Mastercard), or check. For your convenience, we are able to securely store your credit card information on file.
- We send statements monthly to your personal email address and via your patient portal. If you would like to opt out of receiving your statement electronically, please let us know.
- Payment of any outstanding balance must be made within 60 days or by other arrangement with Northwest ADHD Treatment Center. Outstanding balances older than 90 days may be turned over to an outside collections agency and a \$25 collections fee will be charged.
- Patients who have signed up for a payment plan and continue to make regular payments will not be processed for collections.
- Payments for late cancellations will be taken at the time the appointment is cancelled.

### As a patient you are responsible for:

- Understanding your insurance benefits. Your insurance contract is an agreement between you and the insurance company, and as the subscriber, you are responsible for the terms of that agreement. Our staff is available to answer any questions you may have or provide clarification if needed.
- Updating staff of any insurance changes within timely filing limits (120 days from date of service). Failure to disclose a change of insurance within the timely filing limit may result in the entire balance becoming patient responsibility.
- Reviewing the electronic statements sent directly to your personal email during the first week of each month. If you are having trouble accessing your personal email or feel you have been billed in error, please contact the billing department within 30 days.

- Attending your scheduled appointment(s). If you need to cancel or reschedule your appointment, our policy requires 48 hours notice. Failure to do so will result in a \$75 late cancellation/no-show fee. Fees for missed or late cancelled appointments are not reimbursable by insurance companies.

**Our billing department will assist you by:**

- Verifying your insurance eligibility and benefits.
- Submitting claims to your insurance carrier(s) and ensuring claims are paid accurately.
- Establishing payment plans upon request.
- Sending monthly statements for any outstanding patient balances
- Returning patient phone calls within 48 business hours.
- Please direct questions to our billing department: 971-288-7069

**I have read and understood Northwest ADHD Treatment Center's billing policy.**

Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Signature of guardian or authorized representative (if patient under age 14) \_\_\_\_\_

Patient name/Guardian name \_\_\_\_\_ / \_\_\_\_\_