



2020-2021 Northwest ADHD Treatment Center Billing Policies

Thank you for choosing Northwest ADHD Treatment Center for your mental health care. We are pleased to offer billing services to you and your family. Please review and sign the billing policies below.

Payment of Fees

- Payment of your deductible, copay, coinsurance payment, and/or other fees are due at the time 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, and you may opt in to automatic payments.
- Office staff will contact you for payment of telehealth appointments after each service, unless you have opted in to automatic payments.
- 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 collections fee of 10% of the total balance owed will be charged.
- If a patient has a past due balance greater than \$300, the patient's provider(s) may choose to withhold further services until either the balance is paid in full or a payment plan is established.
- Patients who regularly engage in telehealth services and find themselves behind on their account may be required to keep a valid credit card on file in order to engage in treatment and to facilitate payment of services.
- Patients who have signed up for a payment plan and continue to make regular payments will not be processed for collections.

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. Please refer to your insurance to answer any questions you may have or provide clarification if needed.

- Updating staff of any insurance changes within 30 days. Failure to disclose a change of insurance within 30 days 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: 971-247-9356

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

Signature _____ Date _____

Printed Name _____

Signature of Parent, Guardian, or Authorized Representative _____

Printed Parent/Guardian Name _____