



Dr. Paul M. Wehner and Associates, P.C.

FINANCIAL GUIDELINES

Eyes at Bethany Village strives to provide the best possible eye health and vision care with high quality products and service. In order to be fair to everyone, our clinic adheres to the following guidelines:

PAYMENT FROM THE PATIENT IS DUE IN FULL AT THE TIME OF SERVICES, UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

Several convenient payment methods are available:

- Cash
- Debit
- VISA & Master Card
- Personal check

Payment from the patient includes:

- Co-Payment
- Co-Insurance
- Deductible

Positive Identification: In order to positively link each patient with the correct medical record and financial account, copies of the patient's insurance cards and driver's license or other picture identification are retained.

Treatment based on medical need, not insurance benefits: Health insurance is a contract between the patient and the insurance company. Independent of this contract, the doctor has an ethical duty to recommend what is best for the patient, even if it is not covered by insurance.

Insurance participation: Eyes at Bethany Village participates in a number of commercial insurance plans. Claims are filed for the patient, and the patient authorizes any payments from the insurance company directly to the doctor. However, payment from the patient is due in full at the time of service for all co-payments, co-insurance and deductible amounts. Payment is also due in full at the time of service for any services that are not covered by insurance, services that are denied as medically unnecessary, services for which the patient is deemed ineligible, services that are not billable to insurance due to incorrect information provided by the patient, and services which are otherwise rejected by the patient's insurance company. Eyes at Bethany Village reserves the right to pass any unpaid insurance claims to the patient's account if not paid in full within 120 days.

Delinquent accounts: Statements are mailed for services that have been re-assigned from insurance to patient responsibility for payment. Payment is due upon receipt of the statement. Any account that remains unpaid for more than 90 days will be turned over to an outside collection agency, credit reporting agency, and/or attorney. Collection costs, attorney fees, court costs and interest are added to the account when applicable. The interest rate is 18% annually (1.5% per month) on account balances more than 90 days delinquent. A patient with a delinquent account history may be asked to leave the clinic, or may be seen on a cash-only basis – payment collected in advance of service.

No-Shows / Cancellations: When appointments are scheduled for a patient, we set aside time for that visit. We limit the number of patients we see for scheduled appointments so that we have time to address that patient's concerns. When a patient cancels at the last minute or fails to keep the appointment, the time is lost.

Over the course of the past few years, there has been a significant increase in last minute cancellations and missed appointments. Because of this we have found it necessary to adopt a policy of charging \$50.00 for appointments that are missed or cancelled with less than 24 hour notice. If you need to reschedule or cancel your appointment, please call our office at 503.645.1116.

Returned checks: There is a \$25.00 fee for any returned check.

Children: Whoever authorizes treatment for a child – a person under 18 years of age – is responsible for payment in full at the time of service. This may be the parent, any person acting as parent, guardian or custodian. The person authorizing treatment may collect from the person responsible for the child's medical expenses.

Medical record copies: With proper authorization, one copy of the essential clinical record is provided at no charge to either the patient or their designated health care provider. Essential clinical record includes the master problem list, the most recent pertinent examinations, the most recent eyeglass and/or contact lens data, the most recent pertinent tests and reports, and pertinent operative notes, if any. Additional copies of essential records and any requests for complete, total or all medical records are graciously provided with proper authorization at the current rates allowable under Oregon law.

Questions? We will be happy to answer any questions about our financial policy. Please don't hesitate to ask. Thank you!

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