

Payment

Payment is due at the time service is rendered and may be made with cash, local checks up to \$50 or a major credit card. Online payments may be made using the secure ZipPay® feature found on RoswellUrgentCare.com. In the event that your check is returned for any reason, you will be charged a \$35 returned check fee, in addition to any balance owed.

If your account must be referred to a collection agency for failure to pay, any discounts previously offered may be reversed and a 25% fee will be assessed to your account to cover the costs associated with any collection efforts. Once we have referred your account to a collection agency, all payment for future visits may be required prior to treatment regardless of insurance status and all past due balances must be satisfied prior to your next visit.

In order to discuss or service your account(s) or to collect amounts you may owe, Roswell Urgent Care Center and its officers; agents and affiliates, including service providers and third-party debt collection agencies, may contact you by telephone or text message at any number associated with your account(s), including wireless telephone numbers, which could result in charges to you. These calls may be carried out by pre-recorded or artificial voice or voice messages, automatic dialing methods, systems or devices, or pre-recorded or artificial voice prompts. Roswell Urgent Care Center and its officers; agents and affiliates, including service providers and third-party debt collection agencies, may also contact you by email at any email you provide to us. By signing this Financial Consent you expressly acknowledge and agree to these conditions.

Insurance Acceptance Policy

As a patient or patient representative, it is in your best interest to know and understand your health insurance benefits, participation and coverage. Roswell Urgent Care is not contracted with every insurance carrier and cannot know the provisions of your specific plan. We cannot guarantee payment or assume the responsibility of negotiating medical claims on your behalf. It is your responsibility to verify coverage with your insurance carrier or managed care provider and to obtain approval and/or prior-authorization when required.

As a courtesy, Roswell Urgent Care will submit a claim with your insurance company based on the information you provide us at the time of your visit. If no insurance information is provided Roswell Urgent Care will use the most current information in our records. Any applicable deductibles, co-payments or co-insurance amounts may be collected at the time of service. We may defer the remaining balance while your insurance processes your claim. Any remaining balance will be due within 20 days after the claim for your visit has been finalized. If your claim is denied or suspended due to failure to obtain authorization, verify coverage and/or benefits or due to incomplete, inaccurate or missing information, you will be responsible for payment of any remaining balance.

Self-Pay Policy

Payment in full is due at the time services are rendered. A minimum visit charge will be collected upon registration and any additional costs accrued during the visit will be collected upon discharge.

Due to the provisions of our various insurance contracts, self-pay claims may not be submitted to any private insurance carrier with whom we are contracted.

We are happy to provide you with a detailed receipt for submission to a flexible spending or health savings account.

Workers' Compensation Policy

If your illness or injury is work-related or occurred while you were "on the job"; Roswell Urgent Care must obtain authorization for the visit from your employer and verify whether or not your employer or their insurance provider requires a urine drug screen. If your employer cannot be reached at the time of your visit, we will accept your private health insurance and hold your claim for 2 business days to allow your employer to contact us with authorization.

It is unlawful for Roswell Urgent Care to knowingly submit a claim to your private health insurance carrier without first notifying your employer of the incident and giving them an opportunity to assume financial responsibility for the visit. Once you provide us with all the necessary information and the visit has been authorized, we will submit a workers' compensation claim to your employer or to their insurance carrier as indicated. According to Federal Law, any information we acquire relative to your workers' compensation case may be shared with your employer without notice or consent.

Treatment for Chronic and Unrelated Conditions

Roswell Urgent Care is a certified Urgent Care Center. We are contracted with most major insurance carriers to provide a wide range of services for the treatment of acute illnesses and injuries. We are not classified as a primary care physician and therefore cannot manage chronic illnesses such as diabetes, hypertension, thyroid conditions or high cholesterol. These types of conditions must be managed long-term by a primary care physician or other qualified specialist.

Due to the nature of our practice and in order to provide prompt, high-quality care to every patient, we are only able to address health concerns related to the patient’s primary complaint. Patients with multiple unrelated conditions of a non-urgent nature will be treated for their primary or “chief” complaint and encouraged to visit their primary care physician to address additional concerns. Alternately, patients are also welcome to return to Roswell Urgent Care as early as the following day to be treated for unrelated, non-urgent issues.

Durable Medical Equipment

If one of our physicians recommends the use of durable medical equipment, such as a sling, splint, brace or the use of crutches, the item or items may be purchased at a pharmacy, medical supply provider or anywhere such items are sold. You are free to decide where you wish to purchase any such item. For your convenience, many of these items are available on-site and may be purchased before leaving the facility.

With the exception of Medicare and many Medicare Replacement Plans, Roswell Urgent Care does not submit claims for durable medical equipment to insurance. If you wish to submit the claim to your insurance for reimbursement, we can provide you with a detailed receipt.

In-house Prescriptions

As a convenience to our patients, many of our commonly prescribed medications are available for purchase at our facility. We do not file prescription insurance for medications purchased in-house but the prices are extremely reasonable, making this option great for patients filing workers’ comp and those without prescription insurance coverage.

Medical Record and Transcription Fees

Roswell Urgent Care charges \$25 per form for administrative document completion. This fee is applied to reports and documents requiring any of the following: transfer of data; the advice or opinion of the physician; medical record or visit review and/or summary; a formal statement, verification; attestation or medical record request greater than 10 pages except those requested by: an insurance company or third-party administrator; an employer of a workers’ compensation patient; a physician or medical facility or any government agency. Payment is due at the time the records are provided.

Authorization and Consent

My signature below indicates that I have read, understand and agree to the terms and provisions of this agreement and assume financial responsibility for any healthcare rendered to me or my dependent. I authorize all payments which are payable to me under the terms of my insurance policy for services rendered, to myself or my dependent, be paid directly to Roswell Urgent Care Center, LLC.

Patient or Guardian Signature _____

Date _____

Witness Signature _____

Date _____