



## Patient Billing Policy

### **Cash Pay Patients:**

Visits are billed at the time of service. Statements will be mailed out monthly. For balances that are 90+ days past due, and no payment has been made, our billing department will make a final attempt to make contact with the responsible party. If no payment is received, any balance 120+ days past due will be charged to the credit card on file in full, plus an additional 4% convenience fee. If for any reason the card is declined, your account will be turned over to our collection agency.

### **Patients covered by Insurance:**

Visits are billed to the patient after the insurance plan has processed the claim. Once insurance has processed, the visit(s) ready to bill will generate a patient statement, and it is at this point that the statement aging begins. Statements will be mailed out monthly. For balances that are 90+ days past due, and no payment has been made, our billing department will make a final attempt to make contact with the responsible party. If no payment is received, any balance 120+ days past due will be charged to the credit card on file in full, plus an additional 4% convenience fee. If for any reason the card is declined, your account will be turned over to our collection agency.

**Please note:** If you have a change in the credit card we have on file (a new card number, it expires, etc.), it is your responsibility to notify our office of those changes. You will also need to notify us of any changes in address, phone number, insurance, etc.

If you have any additional questions, or would like to discuss other payment arrangements, please contact our billing department at (573) 608-5059, or email [billing@potentialtherapyservices.com](mailto:billing@potentialtherapyservices.com)