



Santa Monica Primary Care – Financial Policies

Please read and initial next to each policy to acknowledge that you have read and that you understand our financial policies.

Your Name

Date

Your Initials	Our Policy
	<p>No-Show or Late Cancel Fee for missed appointments: If you do not show up for a scheduled appointment, or if you cancel your appointment within 24 hours of the scheduled time, you will be charged a \$50 No-Show or Late Cancel Fee. Thank you for understanding that we reserve your appointment time just for you; if you do not come or if you late cancel, we lose the opportunity to provide care for another patient.</p>
	<p>Medication Authorizations: Sometimes when you go to the pharmacy to pick up your medication, the pharmacist informs you that you need to have this medication "Authorized" by your doctor. This is an extra step that the <u>Insurance Companies</u> are requesting be done on your behalf, before they will pay for your medication. Authorizations require our employee time, sometimes including multiple phone calls over several days, to try to get your medication paid for by your insurance. Your other option is to pay the full amount for the medication without insurance. We charge \$15 for medication Authorizations. Unfortunately we cannot guarantee that our efforts will always result in approval, but we will do our best on your behalf.</p>
	<p>Non Payment for Services: We provide medical care for you in our office. After your visit, we make every effort to bill and receive payment from both your insurance carrier and from you. If you receive medical services in our office and do not pay your balance due for them, your account will be sent to collections and you will be discontinued from the practice. Unlike most traditional businesses, we provide the service upfront with a promise for payment at a later date. We honor your promise to pay by providing you with excellent care upfront.</p>