

Payment Policies

Broken Appointment Policy:

For family medicine and physical medicine divisions, we require 24 hours' notice to cancel or reschedule any kind of appointment in our office or via telehealth. Without this notice, we cannot provide care to another patient who may need medical treatment. A \$75 charge will be processed for broken appointments; repeat offenders may be dismissed from the practice.

New Payment Policy: Effective April 1st

We are dedicated to providing exceptional health care – we are not a collection service.

Patients are responsible for all monies owed after insurance has been billed. We stand behind our billing services and are happy to answer any questions about charges made to your account. Please call the office, select option 1, and ask to speak with a billing manager.

- *A valid credit card or HSA card is required to keep on file prior to receiving services.*
- *Patients are required to provide the most correct and updated information regarding insurance so that insurance can be billed.*
- *Copayments are due on the day of service. For Telehealth visits, the credit card on file will be charged.*
- *Patients are responsible for payment of copays, co-insurance, deductibles, and all other procedures or treatment not covered by their insurance plan and are due after insurance(s) have responded. The credit card on file will be billed and you will be sent a statement of payment.*

Collections Policy:

If we have issues with the credit card payment, we will reach out to you via telephone to resolve the issue. If still unresolved, a statement will be mailed. Ultimately, if payment is not received in a timely manner, the account will be forwarded to Arcadia Collections Bureau.

By signing this, I, (Patient's Name) _____, understand and acknowledge IM Health's Payment Policies.

Patient's Signature: _____ Date: _____

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