



Foot & Wound Center

DR. ARASH ARABI
1325 McFarland Blvd. Ste 209
Northport, Alabama 35476
Phone# (205) 464-9619
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**Read the following policies and procedures regarding our office. Black Warrior Foot & Wound Center
(herein referred to as “BFWFC”)**

- 1. Appointments:** Our Physician is available by appointment during posted hours. During a medical emergency, patients should seek care at the nearest emergency room or call 911. Other critical calls should page our physician after hours if necessary.
- 2. Refills and Medication:** Refills are completed via a pharmacy request or through a scheduled appointment. Contact your plan regarding your drug coverage.
- 3. Benefits:** “BFWFC” will reiterate the benefits that were disclosed to us by your insurance plan. We will then collect based on the benefit level all applicable copays, deductibles, coinsurances and balances that apply at the time of service or at the pre-operative appointment.
- 4. Payment:** “BFWFC” accepts VISA, MasterCard, Amex, Cash or Checks. All checks are immediately scanned for processing. Our office does not accept temporary checks and we will contact the bank directly to verify checks over \$500. We do not offer payment plans.
- 5. Insurance Claims:** “BFWFC” files claims electronically for the patient’s primary contracted plan and accepts payment via the patient’s assignment. We will file secondary claims if provided at time of service. If not provided patients may request itemized statements to file to multiple carriers.
- 6. Multiple Policies:** When multiple policies exist, it is the policy holder’s responsibility to inform “BFWFC” of their primary plan. Delayed filing to the primary plan can result in violating timely filing limits, resulting in a denial of service and full patient financial responsibility.
- 7. Insurance Networks:** “BFWFC” only files claims to carriers whom we have a contractual relationship; our in-network list is available upon request.
- Non-Covered Services:** “BFWFC” will not submit claims for non-covered items including, but not limited to cosmetic services and over the counter convenience items (OTC e.g. Biofreeze, Coban, Dressing Supplies, Insoles, Tineacide, Renew Nail etc...)
- 8. Referrals:** “BFWFC” may refer patients to other providers, facilities, and labs. We are not responsible for these entities. The patient should contact those providers, facilities or labs directly regarding any billing questions. The policy holder is also responsible for all insurance prior authorizations and/or managed care referrals necessary for payment to “BFWFC”.
- 9. Missed Appointments: A \$25 charge will apply for appointments broken or canceled without 24 hours advanced notice.**
- 10. Appointment Hold:** Repetitive broken appointments, non-compliance, hostile behavior, and/or financially deficient accounts will result in appointment hold and/or the termination of the Black Warrior Foot & Wound Center Doctor-Patient relationship a 30 day advance notice will be given should the situation result in a transfer of the patient’s care.
- 11. Delinquent Accounts:** Past due accounts are subject to collection proceedings and are reported to the credit bureau. All collection fees, etc. shall become the patient/guarantor’s responsibility in addition to the balance due the office.
- 12. Returned Checks:** A \$25.00 fee will be assessed on all returned checks. Any NSF or Closed Account will result in future services on a pre-pay cash or credit basis.
- 13. Medical Records:** The cost for copied medical records and completion of disability forms will be charged to the patient and collected prior to replicating. The fees for these services are regulated by HIPAA.

The undersigned certifies that he/she has read and understands the foregoing statements, and is either the patient, or is duly authorized by the patient as the patient’s general agent to execute the above and accepts its terms.

Print Name of Patient or Legal Authorized Representative

Relationship to Patient

Date