



10519 165th Street W  
Lakeville, MN 55044  
P: 952.248.2720  
F: 888.286.9823

---

## **OFFICE and FINANCIAL POLICIES**

The policy of Minnesota WellCare LLC is to collect all payments or insurance information at the time services are rendered. For your convenience we accept cash, check, VISA, American Express or Mastercard (including HSA). We will bill all insurance companies that we are contracted with.

Health insurance is a contract between the patient and their insurance provider. Your policy may or may not cover claims made by this office, and some services provided by our providers may be covered at different plan benefit levels. Claims may not be submitted with different codes if they have been denied due to lack of coverage.

It is your responsibility to verify coverage and benefits with your insurance company prior to your first office visit, and to know the limits and exclusions of your insurance coverage. We submit insurance claims as a courtesy to our patients; all charges and outstanding balances are ultimately patient responsibility.

You will be charged a Missed Appointment fee of \$75.00 for any missed appointments or late cancellations (with less than 24 hours notice).

Payment is due at time of service. It is the patient's responsibility to provide current insurance information to our office at the time of service. A rebill charge of \$5.00 will be added if claims need to be resubmitted to the correct insurance company. Co-pays are due at time of service.

A \$5.00 re-billing fee will be charged monthly on outstanding balances. If payment is not received after 60 days, the account will be charged an interest rate of 12%. If there is still no payment after another 30 days, the account will be sent to collections. We will work with you on a payment plan, if needed. Please contact our biller to set up a payment plan.

It is my responsibility to verify coverage with my insurance for a telehealth visit such as phone or video. Telehealth visits are billed at the same rate as in-office visits.

If I miss three or more appointments, including cancelling with less than four' hours notice, I understand that Minnesota WellCare may choose to not fill my prescriptions and/or terminate my treatment.