



### Office and Financial Policies

We would like to thank you for choosing Midwest Orthopaedics at Rush as your medical provider. As one of our patients we would like to keep you informed of our current office and financial policies. We require that you read and sign this document prior to any treatment. Please keep this document for future reference.

**Canceled Appointments:** If you are unable to keep your scheduled appointment, please call our office within 24 hours to reschedule. This will allow us to provide that time slot to another patient.

**No Insurance:** Payment will be due at the time of service. If you are unable to pay your balance in full, you will need to make prior arrangements with our Customer Service Representative or Financial Coordinator.

**Insurance:** Please bring your insurance card with you at the time of your appointment. With insurance plans where we have agreed to participate in the network as a provider, your carrier requires that all co-pays be paid prior to any services being rendered. The co-pay requirement can not be waived by our practice, as it is a requirement placed on you by your insurance carrier. If you do not have your co-pay at the time of your visit, you must provide us a written waiver from your insurance carrier specifically authorizing Midwest Orthopaedics at Rush to waive this requirement.

You are responsible for any co-insurance, deductibles or non-covered services not paid by your insurance within the state's required time limitation for paying healthcare claims. You will receive a statement from our office indicating what your insurance has paid. Any balance remaining is due upon receipt.

**HMO or POS:** Regarding insurance plans where we participate as a provider, your insurance carrier requires that you obtain a referral from your Primary Care Physician (PCP) before receiving services from another provider, please bring that referral with you. It is your responsibility to know your insurance requirements. Any services received without a referral or proper authorization will be your responsibility.

**Auto Accident Injury:** If your injury is due to an automobile accident, we request that you provide us with any information that will assist us in getting your medical claims paid. This information may include

copy of the police report, copy of your auto insurance, medical insurance, names and information on other parties involved. Any unpaid services provided will be your responsibility.

**Liability Injury:** If your injury is a result from another party's negligence, we request that you provide us with any information that will assist us in obtaining reimbursement for the services rendered to you. This information may include a copy of the accident report listing claim number and responsible party, medical coverage and/or attorney information. Any unpaid services provided are your responsibility.

**Worker's Compensation:** If your injury is due to an accident in your work place, please be sure to contact your employer and inform them of your injury. We will need to receive required information from your employer before we can process any of your medical claims. Please have your employer contact our Customer Service Department. Failure to properly report this injury to your employer may result in your claims being denied. Denied claims may become your financial responsibility.

**Return Checks:** A \$30.00 charge will be added to your account for any check returned by your bank for any reason.

**Disability or Insurance Forms:** There will be a charge of \$15.00 - \$35.00 for the completion of medical forms (charge is based upon number of pages and complexity of information requested). Payment is due at the time that you pick-up the forms. Please allow 7 – 10 days for the completion of these forms. If you would like the forms mailed to you or the insurance, payment will be due prior to mailing.

**Medical Records:** We will provide you a copy of your medical records upon request. You will need to sign a letter of release at the time of pick-up. Please allow 7-10 days for us to copy your records. If you wish for your records to be mailed, there maybe an associated fee to cover the mailing costs. You may be charged for additional copies of your medical record, rates charged within Illinois state statutes.

**X-Rays:** We will provide you with a copy of your x-rays upon request. You will need to sign a letter of release at the time of pick-up. Please allow 48 hours from the time of your request. There is a \$3.50 charge per x-ray, that is payable at the time of pick-up.

If you have any questions or concerns, please contact our Customer Service Department at 877-632-6637.

Thank you for allowing us to service you.

**Patient Financial Responsibility**

I acknowledge full financial responsibility for services rendered by Midwest Orthopaedics at Rush. I understand that I am responsible for prompt payment of any portion of the charges not covered by insurance, including deductibles and copays. I understand payment of co-pays is expected at time of service, as well as any prior balance I may owe. I also consent that the payment of authorized Medicare insurance benefits be made on my behalf directly to Midwest Orthopaedics at Rush at Rush at Rush for any medical or surgical services furnished. I agree to all reasonable attorney fees and collection costs in the event of default of payment of my charges.

Signed \_\_\_\_\_ Date \_\_\_\_\_

**Consent for Purposes of Treatment, Payment and Healthcare Operations**

I hereby give my consent to Midwest Orthopaedics at Rush to use or disclose, for the purpose of carrying out treatment, payment, or healthcare operations, all protected health information contained in the patient record of \_\_\_\_\_.

For a more detailed description of this consent and other uses and disclosures please review our Notice of Privacy Practices. I understand that Midwest Orthopaedics at Rush reserves the right to change its privacy practices that are described in the Notice. I also understand that any Revised Notice will be posted on Midwest Orthopaedics at Rush' website, available at each office or I may request a copy be sent to me by mail.

I understand that this consent is valid until it is revoked by me. I understand that I may revoke this consent at any time by giving written notice of my desire to do so. I also understand that I will not be able to revoke this consent in cases where the physician has already relied on it to use or disclose my health information. Written revocation of consent must be sent to the physician's office

Signed \_\_\_\_\_ Date \_\_\_\_\_

**Acknowledgment – Notice of Privacy Practices**

I hereby acknowledge receipt of Midwest Orthopaedics at Rush' Notice of Privacy Practices. The Notice of Privacy Practices provides detailed information about how the practice may use and disclose my confidential health information.

I understand that Midwest Orthopaedics at Rush has reserved the right to change its privacy practices that are described in the Notice. I also understand that a copy of any Revised Notice will be provided or made available to me.

Signed \_\_\_\_\_ Date \_\_\_\_\_

If you are not the patient, please specify your relationship to the patient \_\_\_\_\_