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Patient Service Agreement

- 1. You are responsible for your bill.** Because each insurance plan is different, *we cannot guarantee coverage.* If you need answers regarding your coverage, please give your insurance carrier a call. If your insurance does not cover our services, you should be prepared to pay the bill yourself. *Our contract is with you and not your insurance company.* If you need a referral to a lower cost treatment facility, we will be happy to suggest various options.
- 2. Payment is expected at the time of service, which includes your co-payment.** If your deductible has been met and we are aware of the percentage of the fee covered by your insurance, that payment is required at the time of service. If your deductible has not been met or we cannot clarify insurance benefits the fee in full is required before you leave.
- 3. Any credit on your account will be applied to future services.** However, if treatment has been discontinued, a refund will be issued.
- 4. You will be charged for missed appointments (100% of fee) and also for appointments cancelled with less than 24-hour notification.** The only exception is an emergency. We consider an appointment to be a reservation of time. We are unable to offer your reserved time to another patient without proper notification from you. Please note that insurance does not cover these charges.
- 5. Late Fees—A \$20.00 monthly service charge will be applied to any unpaid patient balance after a billing cycle (typically 30 days) and each additional month until the balance is paid in full.** Our billing service will submit a claim to your insurance carrier (or to you, if you do not have coverage). Once your insurance has processed the charges, a statement will be sent to you only if you have a remaining balance that is your responsibility. Please note that **insurance does not cover late fees, missed appointment or late cancellations.**
- 6. Collections—Any account having an outstanding patient balance greater than 90 days will be sent to a collection agency with credit bureau reporting capability. If this occurs, you will be required to pay any of the costs we incur through this process. We reserve the right to terminate treatment if you are in collection.** However, at your request, we will recommend options to facilitate your ongoing treatment elsewhere. This is especially important if you are on medication so that continuity of care can be maintained. *Therefore, if you are unable to pay your portion of the bill within the first 30 days, it is important that you notify us immediately.*