

## Billing Inquiries

For all billing related questions or concerns, please call 856.221.2700.

## After Hours

Be sure to **CALL US FIRST** for all non-life-threatening issues before considering the emergency room or urgent care. Our nurses and physicians are available 24/7.



- Our providers have access to your medical record and can provide advice and guidance.
- Advocare can schedule an appointment with your provider.
- Treating a medical issue in an Emergency Room or Urgent Care Center may result in longer wait times, more expense to you, and less personalized care.
- Now you can experience personal, priority care from people that you know and trust.

## Practice Philosophy

1. Our philosophy is to provide high quality care; to treat our patients with courtesy and respect; to provide our patients with the information needed to make informed decisions; and to answer all questions to the best of our ability.
2. As an informed healthcare consumer, we encourage you to ask questions regarding diagnosis or treatment. You have the right to obtain from your provider complete, current information concerning your diagnosis, treatment and prognosis.
3. It is important that you follow through on our recommendations. This includes scheduling follow-up appointments as requested; administering the medications we prescribe according to our instructions; following up on laboratory or x-ray studies that we order; and scheduling referral appointments with providers as instructed.
4. We make every effort to ensure that you receive the results of any laboratory or x-ray studies ordered. However, you should always call if you do not receive results in a timely manner.
5. We respect your time and make every effort to minimize waiting time in our office. However, we ask that you understand that there may be occasions when one of our patients needs more of our time than anticipated (such as emergencies and complicated health issues). While this may prolong your wait, please be assured that you would receive the same consideration should the need arise.
6. We insist that you treat our staff with courtesy and respect, be on time for your appointment, and provide advance notice if you are unable to keep an appointment.

## Payment Policy

As a patient/guarantor, you are responsible for:

- Knowing and understanding your insurance coverage.
- Providing Proof of Insurance, with a valid insurance card at each visit.
- All copayment, deductibles and coinsurances at time of service.
- For any written referrals, in accordance with your insurance plan, for specialist and/or certain procedures.
- Non-payment of patient balances. Should your account become delinquent, the patient/guarantor agrees to pay all costs associated with collecting the balance due. This includes:
  - **Non-covered Services:** Certain office procedures or services may not be covered, or may be considered "not medically necessary", "experimental", "cosmetic" or simply "non-covered" by your insurance carrier. You are responsible for payment of these services. In the event your care exceeds a plan limitation, the balance becomes your responsibility.
  - **Non-payment of patient balances:** Should your account become delinquent, the patient or guarantor agrees to pay all costs associated with collecting the balance due. This includes, but is not limited to, attorney, collection, and contingent fees.
  - **Non-sufficient funds (NSF)/ Returned Checks:** A fee of \$35.00 will be charged for all returned checks.
  - **Missed Appointments:** Failure to cancel your appointment without 24 hours notice from your scheduled visit may result in a fee.
  - **Forms, Miscellaneous items :** These are subject to fees as required by the Care Center.

We participate with most major insurance payers. It is your responsibility to know and understand your insurance coverage. Please check with your insurance company to confirm the details of your coverage and potential out-of-pocket expenses. Please visit our office website for the most up-to-date insurance guide.

If we are **In-Network** with your insurance plan, you will not pay more than your in-network copayment, co-insurance, or deductible for healthcare services. All providers involved in your care (i.e. labs, radiology, specialists) may not be participating with your insurance plan. It is your responsibility to check with your insurance company to confirm the details of your coverage. Should our in-network status change, we will notify you.

In the event we are **Out-of-Network** with your insurance plan, we will advise you of that determination. Should you choose to still accept services from us, upon your request, we will share the estimated costs for the services. It is your responsibility to check with your insurance company to confirm the details of your coverage. In most situations, these will result in a higher out of pocket expense, and you may be responsible for any difference between what your insurance company pays and what we charge. You will be required to sign an acknowledgement form for these out-of-network services.