



AFFIX LABEL HERE

Neighborhood Doctors Who Care

Patient Financial Responsibility Consent Form

Welcome to Manhattan's Physician Group. Please read carefully this important information about your responsibility for payment for your care and services.

The providers of Manhattan's Physician Group (MPG) are participating providers with most insurance companies. However, our list of accepted insurances is subject to change at any time and not all plans under all companies are accepted. In order to avoid unexpected charges, please confirm that your particular health benefit plan is accepted by MPG. You should reach out to your carrier when you initiate care here to familiarize yourself with the limits of your policy and what will and will not provide coverage for. We do our best to guide patients through this process, but ultimately it is impossible for us to keep abreast of the requirements in the thousands of insurance products on the market. It is an individual patient responsibility to understand the provisions, limits, and requirements of their individual benefit plan(s) and advise us accordingly.

Please be aware that, except as contractually agreed otherwise by MPG, patients are ultimately responsible for insuring payment for all medical services provided. If a carrier denies payment for services because a plan requirement was not met, services were considered "non-covered", the plan benefits were exceeded, care is considered medically unnecessary, or treatment is considered experimental, among other reasons, patients will be held accountable for those charges.

Although MPG will often submit a claim to insurance for our patients, if your insurance requires you to pay a co-payment and or deductible, you will be required to pay that portion of the cost at the time of service. We will ask you for payment at the time of check in and registration at the front desk. If you do not pay your co-payment at the time of service, we will bill you for this, along with a billing fee to offset the cost of sending the statement.

Please bring your insurance card with you each visit and notify our staff of any changes in your coverage. All patient accounts are to be paid at the time of service. We will ask you for payment on any outstanding balances. Manhattan's Physician Group accepts cash, checks and major credit cards. Checks that are returned to MPG unpaid from your account will be assessed an additional \$25 NSF fee. Financial problems should not be a deterrent to obtaining medical care. If you require special arrangements, please contact the Site Administrator prior to your appointment for a private consultation.

LABWORK: Throughout the course of your care, MPG may send blood and tissue samples to a variety of clinical laboratories. If your insurance plan contains restrictions or limitations on lab work, please make that known to our staff before your blood is drawn or sent for processing. Provided you let us know in advance of a test being performed, we can in many instances route routine samples to labs that will accept your insurance. There may be some specialty tests required that only a limited number of reference labs are capable of performing. In those instances patients will be responsible for the fees incurred at those labs if their insurance does not participate with them.

Please be aware that MPG has no role in or control over billing issues related to clinical laboratory fees. If you have questions about bills received for laboratory charges or insurance coverage available to you, please contact the clinical laboratory in question and / or your insurance carrier. We regret that our billing staff cannot be of assistance to you in mitigating laboratory charge issues.

Created By:

Created Date:

OTHER FEES NOT COVERED BY INSURANCE:

Appointment Cancellations: When you make an appointment, we reserve time specifically for you. Unfortunately, when a patient does not show for their scheduled appointment, another patient loses an opportunity to be seen. Therefore, if you need to cancel or re-schedule, you are asked to notify us as soon as possible, by no later than 24 hours in advance. Appointments cancelled without 24 hours notice may be assessed a cancellation fee of \$25. Habitually cancelling your appointments may cause us to ask you to find another physician for your healthcare needs.

Completion of Forms: Because of the high demand for the physician’s time with patients, if you require forms to be completed for school, work, or legal purposes our offices have established a policy of charging \$15 per form. This fee covers the time the physician uses to complete the information from your chart and complete the form. Forms that are completed during a patient visit are not charged the fee.

Copies of Medical Records: As a patient, you have the right to a copy of Manhattan’s Physician Group’s medical record on you. Our offices charge a fee of .75 cents per page for these records. The fee must be paid prior to the disclosure of the request.

APPOINTMENTS WITH PROVIDERS NOT YET IN YOUR PLAN: In an attempt to assure you that you see one of our physicians as soon as possible, we may schedule an appointment for you with a physician who does not yet participate with your insurance provider. In that case, we will attempt to seek payment from your insurance company to obtain reimbursement for services provided to you. However, you will be responsible for co-payments or deductibles including out of network deductibles as per your insurance policy. If you do not wish to assume this financial responsibility, you have the opportunity to request an appointment with one of our physicians who currently participates with your insurance. If you opt to reschedule, you should note that you may not be able to get an immediate appointment.

PATIENT WITHOUT INSURANCE: As a courtesy for patients who do not have health insurance coverage, MPG has created a tiered self pay fee schedule which includes a percentage discount from our normal fees. Patient who have no insurance and pay in full at the time of service will receive the maximum discount. Patients who have no insurance and pay at least 50% of their balance receive a smaller discount. If you are interested in knowing an estimate of our fees for services rendered, please contact one of our staff members.

BILLING QUESTIONS: Manhattan’s Physician Group has contracted with Matrix Healthcare Management Solutions for billing and collection services as an extension of our organization. Billing questions and concerns should be directed to their office at 1-888-923-7028. When you receive a statement from MPG and have questions about your account, you can call the toll free number listed at the bottom of the statement which will direct you to Matrix. They will be happy to answer your questions or concerns. Failure to pay your balance due to MPG may precipitate us to refer delinquent balances to an outstanding third party collection agency. Referring your delinquent balance may affect your credit rating.

The providers and staff at Manhattan’s Physician Group are committed to excellence in customer service and quality care of our patients. Feel free to contact our office for questions or concerns regarding your financial health insurance issues.

Patient Signature

Date Signed

Witness Signature

Date Signed

Created By:

Created Date: