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-Financial and Office Policies-

Thank you for choosing Kane Hall Barry Neurology. We are committed to building a successful relationship with you and your family. Your clear understanding of our financial and office policies is an important part of that relationship.

Paying for your visit: We are committed to understanding your benefits and providing you with a cost estimate for your care before your appointment. Estimates are just that – estimates. Things can, and do, sometimes turn out differently, and we appreciate timely payment of any outstanding balances.

With that in mind, please inform us of any changes to your information such as name, address, phone numbers and/or insurance information before your appointment.

We will attempt to contact you before your appointment if you owe anything more than your typical, specialty office co-pay, including any balances from previous appointments. If you have any questions, please call us before your appointment so there are no surprises when you check in.

When you check in, we will collect your co-pay, deductible, co-insurance, and/or any balances left on the account from previous visits. We accept payment by cash, personal check, Visa, MasterCard, American Express, Discover Card and CareCredit.

If you cannot afford to pay for your visit, we suggest contacting CareCredit before your visit for financing options. They can approve your application before your appointment, typically within minutes of submitting your information, allowing you to pay for your visit over time. To learn more, visit www.carecredit.com or call 1-800-677-0718. Please note, all financing is done through CareCredit, not through Kane Hall Barry.

Pre-Authorizations/Referrals - If your insurance plan requires a primary care physician referral or treatment pre-authorization, we will request these. However, if we have not received the referral or authorization before your appointment, we may suggest you reschedule to fully utilize your insurance benefits. If you choose to be seen without the required authorizations, you will need to sign an ABN (Advanced Beneficiary Notice) acknowledging you understand the costs may not be covered by your insurance and will be your responsibility should insurance refuse to pay.

Auto Insurance Claims/Letters of Protection/3rd party Insurance Claims – We do not file 3rd party insurance claims such as those from a car accident, or in any instance where another person or entity is offering to pay on your behalf (exception for Workers’

Compensation). In addition, we will not accept Letters of Protection in lieu of payment. However, you may pay for your care and file for reimbursement independently. We will be happy to provide you with all the necessary documentation to file your claim.

Workers’ Compensation - If your visit is due to a work-related incident, it should be filed through your company’s workers’ compensation insurance. While we want to ensure you have the best care available, we are currently not accepting new workers’ compensation cases. If your care is filed under personal insurance, there is a high possibility your insurance company will not pay for your care and may require you to repay any expenses paid on your behalf. In addition, you may forfeit your rights to care through your employer’s workers’ compensation insurance.

Medicaid - Unfortunately, we are not accepting any new patients that have Medicaid as a form of insurance (primary or secondary).

Missed Appointments/Late Cancellations: We understand that sometimes you may need to cancel an appointment due to unforeseen circumstances just as we sometimes need to reschedule your appointment. Notice of at least 1 business day allows us to offer that time to other patients that are waiting to be seen. Therefore, if you miss an appointment, or if you cancel or reschedule an appointment within 1 business day, we may charge a late cancellation fee of \$25 for office visit appointments and \$75 for all other appointments.

Late Arrival: If you are running late, please let us know so that we can work with you to determine the best way to provide your care.

Paperwork Requests: FMLA and/or Disability forms are completed at the office for \$30, paid in advance. Medical records are available in your patient portal or are processed by Medicopy (866-587-6274) www.medicopy.net, fees may apply.

Office Communication: By default, you will receive text messages for appointment reminders and information about your health care treatment. We will not send you promotional information via text. Messages can also be sent via email or as an automated voice message by request.

By signing below, you acknowledge and agree to the policies outlined in these pages.

Printed Name of Patient

Patient’s Date of Birth

Signature of Patient or Guardian

Today’s Date