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KaneHallBarry.com

GENERAL NEUROLOGY | NEUROLOGICAL TESTING
NEUROMUSCULAR DISORDERS | NEUROPSYCHOLOGY | INFUSION

1305 Airport Freeway Suite 205 Bedford, TX 76021 (817) 267-6290
4525 Heritage Trace Parkway Suite 117 Keller, TX 76244 Fax (817) 267-0950

-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. Below are the key points. For the full version of this policy you may request a copy from our staff, or visit our website at <http://kanehallbarry.com/resources/financial-policy/>.

- WE ARE COMMITTED TO UNDERSTANDING YOUR BENEFITS AND PROVIDING YOU WITH A COST ESTIMATE FOR YOUR CARE BEFORE YOUR APPOINTMENT
- BEFORE YOUR APPOINTMENT, PLEASE INFORM US OF ANY CHANGES TO YOUR INFORMATION SUCH AS NAME, ADDRESS, PHONE NUMBERS AND/OR INSURANCE INFORMATION
- WE WILL COLLECT FOR TODAY'S CARE AND ANY OUTSTANDING BALANCE WHEN YOU CHECK IN
- FINANCING IS AVAILABLE THROUGH CARE CREDIT
- WE DO NOT ACCEPT LETTERS OF PROTECTION (LOP), NEW WORKERS' COMPENSATION CASES, MEDICAID INSURANCE, AND WE DO NOT FILE AUTO INSURANCE CLAIMS (ALSO KNOWN AS 3RD PARTY INSURANCE)
- IF YOU MISS AN APPOINTMENT WITHOUT NOTIFYING US, YOU MAY BE CHARGED \$25
- NEUROPSYCHOLOGY TESTING APPOINTMENTS REQUIRE A \$100 DEPOSIT 5 DAYS BEFORE THE APPOINTMENT. THIS DEPOSIT IS CONVERTED TO A NO SHOW FEE IF THE APPOINTMENT IS MISSED OR APPLIED TO OUT OF POCKET EXPENSES IF THE APPOINTMENT IS KEPT. IF A REFUND IS DUE, IT WILL BE PROCESSED THE DAY OF THE APPOINTMENT. WE REQUIRE CONFIRMATION THAT YOU WILL ATTEND THE APPOINTMENT. IF YOU HAVE NOT CONFIRMED BY 2 DAYS BEFORE YOUR APPOINTMENT, WE WILL CANCEL THE APPOINTMENT.
- PLEASE LET US KNOW IF YOU ARE RUNNING LATE TO YOUR APPOINTMENT
- PAPERWORK SUCH AS FMLA, DISABILITY AND MEDICAL RECORDS REQUESTS ARE CHARGED \$30-\$100

BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU WERE GIVEN THE OPTION TO REVIEW THE FULL FINANCIAL AND OFFICE POLICIES DOCUMENT BEFORE SIGNING, AND YOU AGREE TO THE POLICIES DETAILED IN THE FULL POLICY.

Printed Name of Patient

Patient's Date of Birth

Signature of Patient or Guardian

Today's Date



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- FINANCIAL AND OFFICE POLICY DETAILS -

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 contact you before your appointment if you will 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. When you provide a check as payment, you authorize us to use information from your check to make a one-time electric funds transfer from your account or to process the payment as a check transaction.

If you cannot afford to pay for your visit, we suggest you contact 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 Neurology.

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 in order 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 of 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 currently accepting any new patients that have Medicaid as a form of insurance whether primary or secondary.

MISSED APPOINTMENTS: We understand that sometimes you may need to cancel an appointment due to unforeseen circumstances. We appreciate cancellations made at least one business day before the appointment. If you miss an appointment with no notification, we may charge \$25.

NEUROPSYCHOLOGICAL TESTING: Due to the extensive length of neuropsychology testing, we require a \$100 deposit 5 days before the appointment. This deposit is converted to a no show fee if the appointment is missed or applied to any out of pocket expenses if the appointment is kept. Refunds are available at the time of appointment if warranted. We require confirmation that you will attend the appointment. If you have not confirmed by 2 days before your appointment, we will cancel the appointment.

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: Medical records can always be sent electronically to another provider at no cost and are also available in your patient portal. If you need medical records sent to someone other than another medical provider, the request is completed by Medicopy (866-587-6274) for \$30. FMLA and/or Disability forms are completed at the office: \$30 for 1 page, \$50 for 2-3 pages and \$100 for 4+ pages.