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Financial Policy

Welcome to Heath Gutterman DPM PC:

At Heath Gutterman, DPM, our commitment is to provide exceptional podiatric care in a professional and compassionate environment. To achieve effective management and maintain the focus on high-quality healthcare, we have established the following financial policy. Please read it thoroughly, and if you have any questions, do not hesitate to ask our staff.

Insurance:

1. Insurance Verification: Patients are responsible for providing current insurance information prior to appointments. Please bring your insurance card to each visit.
2. Claim Submission: We will submit insurance claims on your behalf. Patients are responsible for the timely provision of all necessary information and ensuring that all referrals and pre-authorizations are in order prior to visits.
3. Co-payments and Deductibles: All co-payments and deductibles are due at the time of service. We accept cash, checks, and major credit cards.

Self-Pay Patients:

Patients without insurance coverage are considered self-pay. Full payment is required at the time of service. We offer a discounted rate for self-pay patients; please contact our office for more details.

Billing and Payment:

1. Statements: Regular statements will be sent to your provided address. Payment is due upon receipt of the statement.
2. Payment Plans: If you are unable to pay your balance in full, please contact our billing office immediately to arrange a payment plan.
3. Late Payments: Accounts overdue by more than 90 days may be forwarded to a collection agency unless a payment plan is in place.

Missed Appointments and Cancellations:

1. Notice: We require at least a 24-hour notice for appointment cancellations. Repeated missed

appointments without notice may result in a cancellation fee or dismissal from the practice.

2. Fees: A fee of \$45 will be charged for missed routine appointments and \$100 for missed Gait Scans not canceled within the required time frame.

Refunds: Overpayments will be refunded upon finalization of insurance claims and patient account audits. Please allow 30 days for the processing of refunds.

Additional Charges: There may be additional charges for services not covered by insurance, including medical forms completion, copying of medical records, and non-medical services. Please inquire about these charges if applicable. Changes to Financial Policy: Karen A Langone, DPM reserves the right to amend this financial policy at any time. Patients will be notified of any significant changes.

Questions: Our staff is available to answer any questions regarding your account, our financial policy, or your responsibilities as a patient. Please call us during our regular business hours. Thank you for choosing Heath Gutterman DPM for your podiatric care.

Client Signature

Date