Financial Policy

Welcome to Health First Medical Group. To avoid any misunderstandings and ensure timely payment for services, it is important that you understand your financial responsibilities with respect to your health care.

Patient Responsibility
Patients or their legal representative are ultimately responsible for all charges for services provided. We expect your payment at the time of your visit for all charges owed as well as any prior balance. When the insurance plan provides immediate information regarding patient responsibility, we may request payment for your share when you schedule and/or when you present for your appointment. As a convenience to you, we can save a credit card on file to settle your account when you check in or out.

If you save a credit card on file, we will charge your card for the balance due when your insurance company notifies us of your patient responsibility. If there is a difference in the estimated patient responsibility, we will send you a statement for any balance due. If a credit balance results after insurance pays, we will apply the credit to any open balance on your account. If there are no open balances, we will issue a refund.

Insurance
We ask all patients to provide their insurance card (if applicable) and proof of identification (such as a legal driver’s license or government issued photo ID) at every visit. If you do not provide current proof of insurance, you may be billed as an uninsured patient (i.e., self-pay). We accept assignment of benefits for many third-party carriers, so in most cases, we will submit charges for services rendered to your insurance carrier. As a courtesy to you, if you have a secondary insurance carrier, we will file the secondary claim for you. It is your responsibility to keep us updated with your correct insurance information.

You are expected to pay the entire amount determined to be the patient responsibility by your insurance. Keep in mind that our fees are for physician services only; you may receive additional bills from hospital or other diagnostic related providers.

You are responsible for understanding the limitations of your insurance policy. If you do not understand your policy, please give your insurance company a call and speak with a representative.

Outstanding Balances. After your visit, we will send you a statement for any outstanding balances. We usually send out statements beginning when the balance becomes the patient’s responsibility.

All outstanding balances are due on receipt. If you come for another visit and have an outstanding balance, we will request payment for both the new visit and your outstanding balance. Your outstanding balances can be paid conveniently via our patient portal.

If you have an outstanding balance for more than ninety (90) days, you may be referred to an outside collection agency. In addition, if you have unpaid delinquent accounts, we may discharge you as a patient and/or you may not be allowed to schedule any additional services unless special arrangements have been made.

Thank you for choosing Health First Medical Group for your healthcare services!

Guarantor Name:______________________________________________

Guarantor Signature:__________________________________________ Date:________________________