

POLICY ON BILLING FOR CLIENT SERVICES

(Please read carefully)

During the course of your treatment if your condition changes, new health problems arise or if you change your address, phone number, place of work or marital status, please advise the clinic staff as soon as possible.

Please note that reminder calls are normally only made prior to your initial appointment, and not for subsequent treatments.

In consideration of our patients, as well as the staff, we ask that you please refrain from wearing perfumes, cologne or aftershave when you come for appointments with us.

ACCOUNT INFORMATION

The provincial health care plan in Nova Scotia (MSI), does not cover private health care services. Therefore, payment is solely your responsibility due at the time of your last appointment of each week. Patients are invited to use cash, cheque, direct debit, MasterCard and/or Visa to keep their accounts current. **A \$35.00 fee will be charged on any returned cheques.**

If you have coverage through your personal health insurance (ones we do not direct bill), company plan, or any other third party, you are directly responsible for payment. Receipts are issued at the time of payment and can be used for reimbursement from your particular plan. No duplicate receipts will be issued. Any insurance forms completed for your claim, are subject to a fee, which is also your responsibility. **If covered by DND, DVA or RCMP, and for any reason they do not cover the cost, you will be responsible for payment.**

In the event of coverage resulting from a motor vehicle accident or personal injury claim, confirmation of coverage, including the policy number, must be obtained from the insurance company, to proceed with direct billing or you will be responsible for payment. If required, requests for letters or medical legal reports must be made in writing and may not be released until payment is received. It is clinic policy to copy medical reports to funding parties unless otherwise advised.

In the event of coverage resulting from an injury at work, a Worker's Compensation Board (WCB) claim number and confirmation of coverage must be obtained to proceed with direct billing. If not provided, or if the claim has not yet been approved, **it is your personal responsibility for all fees billed to your account.** Once the claim has been approved, it is your responsibility to advise the clinic staff of this. **It is also your responsibility to submit receipts for any treatments rendered prior to providing the clinic staff with your claim number, to WCB for reimbursement of the portion covered by WCB.** Any subsequent treatments will be billed directly to the WCB.

In an effort to better serve our patients, **12 hours notice of cancellation is required.** In the event of a missed appointment or insufficient notice of cancellation, **the fee of \$20 for that appointment will be billed to your account.** Please note that insurance companies do not cover missed appointment charges.

If you are discharged or discontinue treatment, any balance on your account is immediately due. If your account is overdue past 30 days a 2% interest charge per month will apply. Thank you for your cooperation in this matter.