

New West Physicians Diabetes and Nutrition Center

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New West Physicians Diabetes and Nutrition Center Notification of Policy

Billing Policy

It is the policy of New West Diabetes and Nutrition Center to bill your insurance company first.

Please be aware that **some insurance plans do not cover education** for diabetes, pre-diabetes and medical nutrition therapy (MNT.) In the event that the patient's insurance plan does not cover the cost of your appointment, payment will be the responsibility of the patient, care taker, or other financial representative. It is the responsibility of the patient, care taker, or other financial representative to contact their insurance company to determine if their specific plan covers education for diabetes, pre-diabetes, and MNT.

In the event that the patient's insurance plan does not cover our services, we offer a 20% discount. The same discount applies to any patient that does not have insurance and must pay out of pocket.

Co-Pay Policy

We offer two forms of service at the New West Diabetes and Nutrition Center: education and office visits. Education visits include all classes and some individual appointments. The type of service is determined at the end of each appointment. All office visits require the usual co-pay listed on your insurance card.

We do not charge a co-pay at the time of service for education appointments; **however, please be aware** that the patient's insurance company **may** require co-pay for education visits. This will be determined after the insurance company has been billed. In the event that this occurs, it **will** be the responsibility of the patient, care taker, or other financial representative to pay the owed amount.

Late Cancellation and No-Show Policy

Due to the needs of patients waiting 2 to 4 weeks for an appointment, we have a strict late cancellation and no-show policy. We require at least 24 hours notice for all cancelled appointments.

Appointments cancelled less than 24 hours before the scheduled time will be charged a \$25.00 late cancellation fee. Any appointments missed without cancellation will be charged a \$50.00 no-show fee.

Exceptions to this include certain emergencies such as a blizzard, sudden illness, a death in the family, and transportation problems. Please be aware that continued late cancellations or no-show appointments may result in a request to withhold scheduling further appointments until the patient's situation stabilizes.

Notice of Privacy Practices

New West Diabetes and Nutrition Center adheres to all of the privacy practices of New West Physicians and the Health Insurance Portability and Accountability Act (HIPAA) effective April 14, 2003. You may request a full disclosure of these practices from our receptionist at any time. If you have any concerns you may contact the New West HIPAA Privacy Officer, Mary Murphy, RN at (303)716-8020.

By signing this document, I acknowledge that I have read this document in full and understand and agree to the terms stated above.

Patient/ Responsible Party

Date

1707 Cole Blvd., Suite 250
Golden, Colorado 80401

Phone: (303) 716-8039

Fax: (303) 763-5495