

Endocrine Consultants of Texas
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FINANCIAL POLICIES AND PROCEDURES

At Dr. Michelle Zaniewski's office, we believe that all patients who come to this office deserve the best medical care that can be provided. In order for us to provide you with the highest quality medical care and current technology, we must ensure that we are able to meet the expenses necessary to operate this facility. To ensure these expenses are met, we provide you with this agreement to acquaint you with our financial policy.

PAYMENT AT TIME OF SERVICE

As a courtesy, we will bill your insurance for all office visits. However, we ask that you pay any portion not covered by your insurance due to deductibles or co-payments on the day of service.

SUBMISSION OF CLAIMS

We will submit your in-network insurance claims. However, it is important for you to remember that your insurance is a contract between yourself and your insurance. Although we file claims as a courtesy to you, you are still responsible for payments of services regardless of the amount your insurance pays. If you have any change in insurance you are responsible for notifying us immediately.

BALANCE DUE AFTER INSURANCE PAYS

If there is a remaining balance due after your insurance carrier pays, you have 30 days to make payment on the invoice. Payment arrangements can be made for special circumstances by contacting our office manager within 30 days of receipt of this invoice. It is your responsibility to contact our office if you wish to make special arrangements.

OUTSTANDING BALANCE

We urge you to keep your account current to avoid any misunderstandings with our office. Account balances past due over 60 days may be sent to an outside agency for collection. At that point, the account is out of our hands. We will not be able to make any changes because the collection agency will have a debt ownership interest. A credit bureau report may be filed or other action may be taken by the collection agency. If you need to make special arrangements, please contact us as soon as possible. It is your responsibility to contact our office manager before your account is sent to an outside agency. Patients will be responsible for a 50% additional collection fee in the event the account is forwarded to collections. If the debt is over one year the fee changes to 75%. Ongoing care is contingent on satisfactory financial arrangements. We will not be able to continue treating you if we have to send your account to a collection agency. We do not want to send patients with financial hardship for collection, please contact us if you need to set up arrangements.

MEDICARE PATIENTS

If you have Medicare as your primary insurance carrier, but you do not have a secondary insurance, you are responsible for 20% at the time of service.

BILLING PROCEDURE

You will receive a statement with your remainder balance (if applicable) once a reply is received from your insurance company.

Please Print Name of Patient _____ Date _____

Signature of Patient _____