

# CLEAR SKIN DERMATOLOGY OFFICE POLICIES

*At Clear Skin Dermatology (CSD), our goal is to help you look and feel your best. So that we are able to do that, we ask that you review our office policies and procedures below, prior to your visit. If you have any questions regarding your visit, treatment, procedures, or billing, please let us know as soon as possible so that we can address them promptly.*

## **Communications with our Office**

-It is our goal to respond to all patient inquiries within a reasonable time frame. If you contact us during business hours, you can expect a reply within 24 hours. If you are contacting us after hours or on the weekend, you can generally expect a response within 72 hours.

-For life threatening emergencies, call 911 or go to your nearest emergency room. Our office has an answering service that can contact the doctor in the case of an after-hours medical issue related to care you've received in our office.

-Email addresses provided to our office may be used for appointment reminders, communication of upcoming specials and events, and billing follow up.

## **Insurance and Payment**

-CSD is contracted with most commercial insurances and Medicare. CSD is not contracted with and does not accept Medicaid or Medicaid Managed Care plans.

-Copays are due at the time of service for every office visit. CSD is considered a specialist by insurance plans.

-Insurance networks and coverage can vary greatly. We recommend that you check with your insurance prior to your visit to confirm that your policy considers our practice to be in-network. Contact your insurance and provide them with our office identifier (NPI: 1477617207) and official name (West Suburban Dermatology & Cosmetic Surgery) to do so.

-CSD accepts payment by cash or credit card for patients paying out-of-pocket for medical or cosmetic services. Personal checks are only accepted for outstanding balances already processed by insurance. You will be charged a \$30 fee for any checks returned by the bank.

-Patients with balances over 60 days may experience a delay in scheduling appointments until a payment plan is initiated and approved between the responsible party and our administrative staff.

-Balances over 90 days old may be forwarded to external collections, which can impact the responsible party's credit. Patients with an outstanding balance over 90 days old who return to the clinic will be required to put a credit card on file to cover any balances for future services.

-CSD is contracted with all Northwestern Medicine BCBS HMOs, as well as West Suburban and Gottlieb HMOs. Referrals are required for most HMO plans. It is the patient's responsibility to ensure a current referral is on file for services rendered in our office.

-On occasion, patients are seen for both medically necessary and elective reasons at the same visit. When that is the case, you may receive a statement for your portion of the bill after your insurance has processed your claim. If you are unsure as to whether or not you have billable medical charges in addition to your elective procedure, ask the provider while you are in the office.

## **Appointments**

-When you book an appointment, we set aside time specifically for you. We make every effort to avoid delays and to see you as promptly as possible. Late arrivals cause a delay for the provider and for other patients. If you miss your appointment by more than 10 minutes, you may be asked to reschedule and may incur a missed appointment fee.

-Cancellation of appointments without prior notice makes it difficult for us to provide all of our patients with an appointment that matches their needs. We ask that you notify us at least 24 hours in advance; 48 hours for surgeries and cosmetic procedures. Your cooperation with this policy makes it possible for us to accommodate all patients' appointment requests. We have an answering service available 24/7/365. Failure to provide advance notice will result in a fee of \$25 for regular office visits or \$100 for surgery and cosmetic procedures. Habitual rescheduling, cancellations, and/or No Shows may result in dismissal from the practice.

-Children must be accompanied by a legal guardian to their initial visit. For patients 16 and older to be seen without a legal guardian for subsequent visits, a signed minor consent form is needed. The form is available in the office or on our website, [cskinderm.com](http://cskinderm.com).

-The parent or guardian who registers the child at their first visit accepts financial responsibility for the child's charges, regardless of which parent holds the insurance. Exceptions will be made only with written legal documentation of financial responsibility arrangements. In the event the two parents do not live in the same household, it is expected that the 2 parties will resolve payment arrangements, including arrangement of copay payment at the time of service, without the involvement of the office in a timely manner.