



# *Advanced Surgical Associates, P.A.*

*Michael Malik, MD FACS*

*1041 Noell Lane, Suite 101, Rocky Mount, NC 27804*

*Phone (252) 937-8861*

*fax (252) 937-8862*

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## **POLICIES AND PROCEDURES**

Advanced Surgical Associates, P.A. (ASA) provides the best medical/surgical care possible to our patients. We have established policies with the intent to provide clarity through the business processes. We encourage you to discuss any questions you may have regarding our policies with our managing staff.

### **INSURANCE**

We participate in a variety of insurance plans and will directly bill your insurance carrier under these plans. In order to honor your insurance benefits, please provide insurance identification for verification of coverage by our office. We will accept assignment of benefits for those insurance companies with whom we are contracted as in-network providers. We will file primary and secondary medical claims for all plans with whom we are currently contracted. You may be requested to complete a waiver for those services that may not be covered by your insurance plan. We cannot accept responsibility for negotiating claims with insurance companies. You are responsible payment of all co-payments, deductibles and procedures not covered by your insurance carrier. All outstanding balances, regardless of insurance status, are to be paid within 45 days. By my signature and copies thereof, I authorize payment directly to Advanced Surgical Associates, P.A. of benefits otherwise payable to me. You will need to make payment for any claims submitted wherein you will be reimbursed directly from your insurance carrier. We cannot guarantee payment of your benefits. With regard to a minor patient, the undersigned is responsible for payment. We accept cash, check, MasterCard, Visa and debit cards. Requests for duplicate forms or processing additional information such as life insurance and disability forms will be charged a fee for professional time involved.

### **REFERRALS/AUTHORIZATIONS**

If you are a member of a managed care plan that requires a prior referral to see a specialist, you are responsible for obtaining the initial and any subsequent referrals required. Our clinical staff will be happy to assist you with authorizations prior to treatment(s). Failure to obtain a valid referral/authorization may result in your financial responsibility for all charges incurred.

### **OUT-OF-NETWORK AND SELF PAY**

Out-of-network and self-pay patients are responsible for payment in full at the time services are rendered for all procedures. With regard to a minor patient, the undersigned is responsible for payment. We accept cash, check, MasterCard, Visa and debit cards.

### **MISSED APPOINTMENTS/CANCELLATIONS**

It is our policy for patients who cancel there appointments with less than 24 hours notice to be charged \$35. This fee cannot be charged to your insurance carrier. Patients who repeatedly miss appointments may be asked to pursue treatment on anon-scheduled time, as available.

### **INSUFFICIENT FUNDS**

It is our policy to charge a fee of \$25 for all returned checks due to insufficient funds or any stopped payment on an issued check.

### **BILLING**

You will receive a monthly statement showing your balance and indicating whether insurance has been filed. You will be responsible for any unpaid balance after 45 days. Should it become necessary for our office to seek legal assistance for any unpaid fees, you will be responsible for these additional charges and interest at a rate of 15%. You will be responsible for the provider's fee, plus expenses, should a court appearance become necessary. Unpaid balances older than 90 days will be subject to an interest rate of 1.5%. Services may be interrupted until payment is made.

## **REFUNDS**

It is not our policy to issue refunds unless your account has a credit balance and all claims have been paid. Refund checks are cut at the end of the month.

## **PROTECTED HEALTH INFORMATION (PHI)**

The documents and materials contained in the patient's medical record which may include, but are not limited to, paper, digital or electronic correspondence, photographs/radiographs are confidential. ASA will retain the ownership rights to these photographs, digital or electronic correspondence, or other images and the patient will be allowed access to view them or obtain copies. Reasonable copy fees will be charged. These images will be stored in a secure manner that will protect patient privacy and they will be kept for the time period required by law or outlined in ASA's policy.

All documents and materials in the medical record that identify the patient will be released and/or used in accordance with the Notice of Privacy policy. The Notice of Privacy Practices describes how we may use and disclose your protected health information to carry out treatment, payment or health care operations and for other purposes permitted or required by law. It also describes your rights to access and control your protected health information. "Protected health information" (PHI) is information about you (including demographic information that may identify you) and relates to your past, present or future physical/mental health and related health care services.

You may obtain the Notice of Privacy Practice by accessing our web site, [advancedsurgassociates.com](http://advancedsurgassociates.com), at the time of your office visit or by request any time. In-office laminated copies are can be viewed by requesting them at the reception desk.

I acknowledge that I have read (or had the opportunity to read if I so chose) the Notice of Privacy Practice.

I also have read, understood and agree to comply with the above policies. I recognize and accept full financial responsibility for all professional services rendered.

PATIENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

PATIENT SIGNATURE \_\_\_\_\_

PARENT/AUTHORIZED REPRESENTATIVE \_\_\_\_\_