

**Pinehurst Medical Clinic Patient Payment Policy**

1. Payment is due at the time of service. This may include deductibles, co-payments, co-insurance, and services not covered by an insurance company.
2. Payments may be made by cash, check, money order, MasterCard, Visa, Discover, or American Express.
3. You may receive a separate bill for services provided by a FirstHealth Cardiology & Specialty Clinic provider at PMC.
4. Patients without insurance may be eligible to receive a discount for payment in full on the day services are provided. You will need to speak to a Patient Account Representative.
5. A Missed Appointment Charge may apply should you fail to keep your scheduled appointment without providing at least 24-hour or greater advanced notice of your cancellation. Three (3) consecutive missed appointments for an established patient and two (2) consecutive missed appointments for new patient may result in dismissal. For complete details, please see Pinehurst Medical Clinic's Patient Appointment Attendance Policy. The complete policy can be found at [www.pinehurstmedical.com/attendance](http://www.pinehurstmedical.com/attendance)
6. Patients may be charged a fee for the completion of forms.
7. Patients who feel their level of income is not sufficient to enable them to pay the amount they owe may apply for financial assistance by completing an application. This application may be obtained from one of our financial representatives or by calling Financial Services at 910-295-9391. Please note in general, financial assistance is extended only to patients whose family income is at or below 150% of the federal poverty limits.
8. Balances due after your insurance has paid will be reflected on billing statements sent to the patient's, or responsible party's, address. The amount due on the statement is due in full upon receipt. If you are unable to pay the amount in full it is your responsibility to call Financial Services to discuss making other payment arrangements.
9. Unpaid charges billed to your insurance will appear on your statement indicating they are pending a response from the insurance company. If a charge has been filed with your insurance for over 60 days without a response, please contact your insurance company. If the charge remains unpaid it may become your financial responsibility.
10. It is important to remember that health insurance coverage and plans vary, and not all charges will be covered or paid in full. If your insurance denies a service or does not pay in full, you are responsible for paying the remaining balance.
11. Services received as a result of an accident are to be paid promptly. We do not allow additional time for payment where the accident results in a lawsuit or insurance case.
12. If your health insurance plan requires a preauthorization or referral, it is your responsibility to ensure it is obtained before services are received.
13. New patient visits are coded per industry standards based on whether the patient is new to the specialty or subspecialty. Reference the following link for additional information:  
<https://www.aapc.com/blog/41276-new-vs-established-patients-whos-new-to-you/>
14. Failure to pay a balance due promptly may result in one or more of the following:
  - a. Your account may be referred to a collection agency,
  - b. Your past due status may be reported to the applicable credit bureaus,
  - c. Your ability to receive services from Pinehurst Medical Clinic may be jeopardized.
15. Billing codes will reflect all services provided during an appointment, e.g. if a new or chronic health issue is addressed during an annual wellness visit, a copay fee, co-insurance or deductible will apply depending on the patient's insurance plan. Evaluation and management of new or chronic health issues is not considered a part of the annual wellness visit and is a separate billable service.

**We encourage those who have questions regarding this policy document or any aspect of their bill to contact us at (910) 295-9391 or toll-free at (866) 327.3159.**