



Battle Creek Foot & Ankle

Mark Hosking, DPM & Chad Chambers, DPM

213 North Avenue, Battle Creek, MI 49017

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Payment Policy

We believe that it is our responsibility to clearly communicate to you what our expectations are in our financial relationship with you. We will be glad to answer any questions you may have about our guidelines.

- We expect payment at the time of service. This includes deductibles, co-pay amounts and any other non-covered services or supplies.
- Payment may be made by cash, check, Visa, MasterCard, Discover or American Express.
- If you have made arrangements to pay in installments, we expect that you will make payments in a timely manner as agreed.
- We participate with many insurance plans. We can answer any questions that you may have about our participation with your insurance plan.
- It is **your** responsibility to provide all current insurance information to our office prior to your appointment or at any time you have insurance changes.
- As a courtesy, we will file your insurance claim at no cost to you for covered services. (This DOES NOT include Workman's Comp and/or Accident claims). If we do not receive an insurance payment within 30-45 days of submission, we may bill you directly.
- Failure to pay your portion of your bill in a timely manner, without prior arrangements, will result in your account being turned over to our collection agency. This may also result in you and your family being terminated as patients from Battle Creek Foot & Ankle.
- Accounts sent to collection will require full payment before any consideration of renewing you as a patient. Our collection policy also requires your account status to be changed to "Cash Patient", which means that all appointments/services must be paid in cash at time of service.
- A No Show fee of \$40.00 will be assessed for all missed appointments. You are required to pay this fee **PRIOR** to being rescheduled.