

# Travel Health of WNC

53 S. French Broad Ave., Suite 200 • Asheville, NC 28801 • 828-258-9635

## **FINANCIAL POLICY:**

Payment is expected at the time services are rendered unless other arrangements have been made in advance. **Travel Health of WNC** accepts cash, personal checks, VISA, and MasterCard. There is a \$35.00 service charge for returned checks.

## **INSURANCE:**

We do not file claims with your insurance company.

You are expected to pay at the time of service. We will provide the necessary paperwork for you to file a claim with your carrier for direct reimbursement to you.

If you need assistance or have questions, please contact **The Billing Coordinator between 8:30 a.m. and 5:00 p.m., Monday through Thursday or Friday 8:30 a.m. and 12:30 p.m. at 828-258-9635.**

## **REFUNDS:**

Patient/guarantor credits in amounts less than \$10.00 will be retained on account to be credited toward future balances unless a written request for refund is received. Amounts \$10.00 and greater will be refunded to the patient/guarantor.

## **MISSED APPOINTMENTS/LATE CANCELLATIONS:**

Broken appointments represent a cost to us, to you and to other patients who could have been seen in the time set aside for you. Cancellations are requested 24 hours prior to the appointment. We reserve the right to charge for missed or late-canceled appointments. Excessive abuse of scheduled appointments may result in discharge from the practice.

- I have read and understand the **Travel Health of WNC** Financial Policy.
- I understand that medical expenses are my responsibility, whether I have insurance coverage for reimbursement or not.

Signature of Patient or Authorized Representative: \_\_\_\_\_

Date: \_\_\_\_\_