

## Norfolk Family Medicine Payment Policy

In order to provide the best possible service for our patients we have recently revised our payment policy. Please take note of our current policy and plan accordingly for future visits.

**FULL PAYMENT** is expected at the time of service for all services unless one of the following exceptions applies:

1. You have private insurance and have met your deductible for the current year. If you have a co-pay we ask that you pay your co-pay at the time of service.

NOTE: We will file your charges with your primary insurance company as a service to you. You will need to follow-up with your insurance company in 2 to 3 weeks to make sure that the claim is received and is being processed. You will need to make sure that you keep our office updated on any new insurance information to avoid denial of a claim.

2. Payment arrangements are made with our office prior to your visit with a medical provider.

NOTE: If your appointment is scheduled through the phone nurse and you cannot pay for your visit at the time of service, please ask to speak with the front office prior to your visit in regards to making arrangements for a payment plan.

3. You are on Medicaid and have shown the receptionist your card for the current month.

All outstanding balances are subject to a finance charge of 1.33% monthly.

If you make payment arrangements with the receptionist, a payment must be made on your account every 30 days in order for your account to remain in good standing with NFM.