

Scheduling and Billing Policy

Scheduling

Shafa Psychiatric & Counseling Center is dedicated to helping clients better their lives and function at their best. To ensure we are meeting the needs of each of our clients, all scheduling changes and cancellations must be made at least 2 business days prior to the date of a scheduled appointment. Any missed appointment or late cancellation will result in the applicable fee being charged.

Missed Appointment and Late Cancellation Fees:

1. Your credit card on file will be charged on the day of the missed appointment.
2. Your insurance company will not reimburse you for missed appointments or late cancellations.
3. Courtesy calls or emails are just that, a courtesy. Not receiving a call or email does not excuse a missed appointment or a late cancellation.
4. Multiple missed appointments or late cancellations may result in dismissal from the practice.
5. We do understand that emergencies happen. If you are requesting to waive your fee for a missed appointment or late cancellation due to an illness, Shafa Psychiatric & Counseling Center will require a physician's note for the request to be considered. Consideration for such a waiver occurs on a monthly basis and refunds are not processed until that time.

Billing

1. Payment for all services is due on the day of each appointment.
2. A valid and eligible credit card (Visa, Mastercard, \$1000 minimum available credit) is required on file at all times. We do also accept cash.
3. Appointments may only be secured with a valid and eligible credit card (Visa, Mastercard, \$1000 minimum available credit) on file at all times.
4. Medication refills may only be secured with a valid and eligible credit card (Visa, Mastercard, \$1000 minimum available credit) on file at all times.
5. Funds are charged from the client's credit card on file beginning at the end of the appointment time. Processing the payment is usually complete within 1-5 business days of the visit but this may be longer based on unforeseen circumstances. In such instances, funds will be held from the client's credit card on file until the client's responsibility has been met.
6. Missed appointments and late cancellations are the client's responsibility and the credit card on file will be charged on the day of the missed appointment or late cancellation.
7. Consent to bill, assignment of benefits, and payment

I authorize Shafa Psychiatry Center to file a claim with my insurance carrier for services rendered. I authorize Shafa Psychiatry Center payment of benefits directly to Shafa Psychiatry Center, for

services provided to my dependent or me. I understand that I am responsible for any part of the charges that are not covered/paid by my insurance and I will be billed directly for those services. ** If you are uninsured, please note that your account is your responsibility. This office will submit your insurance claims to your carrier, at no cost to you. However, we are not in a position to guarantee payment from your insurance company since the claim is based upon arrangements between you and the insurer. Please be aware that it is common for insurance companies to subcontract certain benefits to another company. In these instances, we may not bill your insurance company; we may be required to bill your medical group or a third party payer. I understand it is my responsibility to know if this is true.

By typing your signature below, you confirm that you have read the above and agree to these terms and conditions.

* Signature (required)