

**VERY IMPORTANT: PLEASE READ AND SIGN AT BOTTOM**

Dear Patients,

We have started a few new policies at our office.

1. Due repeated problems confirming eligibility and therefore denials of payment, our office is **no longer verifying eligibility prior to your visit**. These problems have been reported to us by our billing company. Prior to every visit with our office, we will require you to: (PLEASE CHECK EACH BOX)
  - Please make sure your eligibility is current with your insurance prior to your visit. You can confirm your eligibility with your insurance company and/or through Monarch Healthcare.
  - Confirm that you are within coverage dates of your health insurance:
    - o Call or go online to insurances website
    - o Check the "Effective Date" verifying if you are an "active" or "inactive" member at the date of your visit.
    - o **If you are inactive at the date of your visit, you will be responsible for full payment if your insurance denies coverage on date of exam when billed.**
  - Please be aware that your co-pay amount is due at time of visit. Contact your insurance company for co-pay amount. Otherwise we will go by what is on the insurance card.
  - If you have questions about eligibility, please contact your insurance carrier for details. We would be happy to explain the process to you briefly in our office.
2. You will be charged a **\$25.00 fee** if you do not show up for appointment without a 24 hour notice to our office.

We sincerely apologize that we will no longer be performing these courtesy actions of verifying your health insurance coverage and co-pay.

Thank you,  
Dr. Julie Ralls and office

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PATIENT'S NAME (PRINTED)

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PATIENT'S SIGNATURE

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DATE