



FINANCIAL POLICY

APPOINTMENT CANCELLATION POLICY

Sound Health Care Center requests a minimum of 24 hours for cancellation of appointments. Our policy states after the second missed appointment without proper notice, you will receive a letter requesting compliance. After the third missed appointment you will be charged a \$50.00 fee.

BILLING CONTRACTED INSURANCES

Co-payments and deductibles are due at the time of service. Your statement will reflect any processing of the claim(s). Payment in full is due within 25 days of your first statement.

BILLING NON-CONTRACTED INSURANCES

Co-payments and deductibles are due at the time of service. We will submit a bill to your non-contracted insurance carrier. Payment in full is due within 25 days of your first statement. We reserve the right to collect payment in full at the time of service.

SELF PAY

A 30% discount is offered for those patients who choose to self pay. We require payment in full at the time of service. If you require an extended payment plan, arrangements must be made with our billing department prior to your visit.

FINANCIAL ASSISTANCE

We understand that there are circumstances that may warrant an extended payment plan. Please call our billing department at (360) 876-2434 to request special consideration. We will work with you to find a satisfactory resolution.

STATEMENTS

Statements are available electronically or on paper. Your account will be set up either as an individual account or as a family account according to the account guarantor information you provide on your registration form. A household that has more than one guarantor will produce multiple statements. If you prefer just one statement for all members of your family, please be sure to select the same guarantor for all family members. Patient balances are due and payable within 25 days of your first statement unless you arrange an extended payment plan with our billing department. Returned NSF checks will be charged a \$35.00 handling fee.