



Summary of Payment and Billing Policies

General

- ✓ Please be sure to bring your Insurance card(s) with you to each visit.
- ✓ MSHC will request payment of all co-payments and charges not covered by a third party (insurance) at the time of your visit. Outstanding balances are due within 30 days of your visit.
- ✓ Self-pay patients not eligible for a sliding fee discount will be afforded a 20% prompt pay discount when full payment for services is received at the time of the visit. If payment in full can not be made at the time of service a \$45 minimum payment towards that visit will be required.
- ✓ No Show/Late Cancels will be charged \$50 for medical visits and \$50-\$100 for behavioral health visits.

Sliding Fee Discounts

- ✓ Sliding fee discounts apply only to services provided by MSHC. It is your responsibility to renew your application before it expires.
- ✓ The discount is *not insurance* and will not pay for services provided by other doctors, labs or hospitals. You will need to make arrangements with these organizations directly.
- ✓ For your convenience, if we refer you, ConVerge Diagnostic Services and Quest labs are willing to honor the MSHC discount for their own discount programs. Speare Memorial Hospital and Speare Memorial Hospital Lab may or may not honor our sliding scale and if they do honor the discount it may be at a different percentage.

Unpaid Balances

- ✓ For balances not paid at the time of the visit, you will be provided with a pre-addressed envelope in which to mail payment at your earliest convenience. We reserve the right to charge interest and collection fees.
- ✓ You will receive a monthly billing statement from us until your balance is paid in full.
- ✓ Payment plans are available for those unable to make payment in full. If you would like to set up a payment plan, please speak with the cashier or contact Patient Accounts at 603-536-4000 opt 3.
- ✓ We understand that many patients face financial pressures that prevent them from being able to pay their balance in full. We are willing to accommodate individual situations so long as you:
 - Are forthright and honest about your situation
 - Remain in contact with us about your account and comply with payment plans
 - Complete paperwork and follow up with case workers in a timely manner
 - Stay current with payment plans
- ✓ In the event that your account balance remains outstanding for more than 120 days and you have not met these criteria, MSHC may choose to place your account with a collections agent.
- ✓ If your account is placed with a collection agent, you may no longer be able to access care at MSHC. All further payment arrangements will need to be made with the collection agent directly. If MSHC suspends your eligibility for services due to unpaid bills, once your balance has been paid, you may then re-access care through the next available new patient appointment.