

## POLICY FOR NO-SHOW AND COLLECTIONS ACCOUNTS

For all patients of JRWC, If you NO SHOW 3 **consecutive** appointments, you will be terminated from the practice. You will be sent a certified letter detailing the action and have a copy of said letter sent to your insurance carrier.

For all patients of JRWC, if you are placed with an outside **COLLECTIONS AGENCY**, (see Financial Policy Handout), you will be required to pay that balance to the collection agency with any fees associated with your balance. You may not be reappointed to the practice until the balance is paid in full. If for any reason you are placed in collections twice, you will have to pay the balance before being seen and also pay any of your charges upfront to be seen again at JRWC. We will continue to file your insurance if you choose, but your visits will be on a cash basis only. The physician fee will be paid before being seen by your provider. If/when any type of credit is placed on your account, you will be reimbursed. These are revised collection guidelines beginning January 1, 2016. If you have any questions, please contact the Billing or Office Manager.