

BILLING POLICIES

Billing and Billing Disputes

- If you owe additional money after your visit, you will receive a statement.
- Statements are mailed out on a monthly basis.
- Payment is expected within 10 business days of receipt of your statement.
- If you dispute charges on your account at any time, the patient or patient's representative should contact our Billing Department immediately (252) 752-5029.
- To appeal a decision made by the facility regarding a bill, please send a written letter of appeal to the Billing or Operations Manager at the office in which you were seen and/or the Director of Operations @ 1850 West Arlington Blvd, Greenville, NC 27834.
- If you would like anyone else to be able to discuss your account with us, you must complete an authorization form giving permission to do so.

Failure to Pay and Collections

- After 120 days, delinquent accounts will be turned over to a collection agency.
- Patients who ignore collection notices and/or past due statements and fail to pay their balance risk negative credit ratings and possible dismissal from the practice.
- Past due accounts will be turned over to a collection agency and may hinder your ability to have appointments scheduled or medications refilled. Accounts submitted to the collection agency will only occur after the patient has received a statement of patient's responsibility.

Financial Assistance and Charity Care Policies

- If you are unable to pay your bill in full, please contact the office in which you were seen or the billing department in an effort to avoid being sent to collections.

Guarantor

- Any patient over the age of 18, or an emancipated minor, will be held financially responsible for all charges incurred.
- If another party is responsible for payment of the account, the patient must pay the balance in full and negotiate repayment with the responsible party outside of the office. (This policy includes individuals negotiating divorce and custody agreements.)

Non-Emergency Appointments on Accounts in Default

- If you have an outstanding balance and/or are unable to pay your co-payment upon check-in, your appointment may be rescheduled.

Refunds

- A refund is issued when an overpayment has been identified. If overpayment has occurred, Physicians East will refund the overage within 45 days of receiving notice of the overpayment.

Please visit www.PhysiciansEast.com for the most current policy information.