



Renew Dermatology Treatment and Financial Policies

Thank you for choosing Renew Dermatology. Dr. Robinson, Dr. Scharf and our staff strive to deliver the highest quality patient care. Please review and sign the following statement of our Treatment and Financial Policies prior to receiving treatment. For the purposes of this document, the terms “you” and “your” shall mean the Patient or Patient’s Guardian.

Treatment Policy

- You have the right to consent, or refuse consent, to any proposed procedure or course of treatment.
- If a biopsy is taken during your visit, you will incur a separate charge for the biopsy as well as the reading of pathology.

Minors / Dependents

Children under the age of 18 should be accompanied by a parent or legal guardian and will require the signature of their parent or legal guardian on the registration forms. We must have written authorization to treat an unaccompanied minor.

Testing Policy

In accordance with the Virginia HIV Testing laws, should the healthcare provider, or any person employed by Renew Dermatology be directly exposed to body fluids of a patient in a manner that may transmit human immunodeficiency virus or hepatitis B or C viruses, the patient whose body fluids were involved in the exposure consents to testing for infection and release of the test results to the person who was exposed.

Payment Policy

It is our policy to collect full payment for services rendered and any products purchased at the time of your visit.

For Patients with Insurance

We are contracted with many insurance plans, but if you have a plan outside of our contracts, they will frequently approve your services with us. Benefits regarding your care should be clarified with your insurance carrier prior to your visit. As a courtesy to you, we will submit a claim for services; however, you are ultimately responsible for the bill.

You will be required to pay your co-payment, co-insurance or deductibles as indicated by your plan at the time of service. We will then bill your insurance for the services rendered. We will hold insurance accounts for 60 days. After that time, we will release claims to the patient, and it will be the patient’s responsibility to collect the insurance payment.

Referrals

If you have health insurance that requires a referral, the referral must be presented prior to the time of service. It is the policy of Renew Dermatology that the staff will not call for referrals for office services. If a referral has not been received at the time of your appointment, you will be responsible for services rendered at the time of service or your appointment will need to be rescheduled.

Medicare Patients

We will bill Medicare for you. We will also bill secondary insurance carriers for you. All co-payments are due and payable at the time of service.

Private Pay

Our office currently does not participate with the following insurance companies: PHCS / Multiplan, Southern Health CareNet (Medicaid), Anthem Caremore (Medicare HMO), Anthem Healthkeepers Plus (Medicaid), Worker’s Comp; Medicaid of Virginia

- If we do not accept your insurance or you do not have insurance, full payment is expected at the time of service.
- If you do not have your insurance card with you at the time of service, you will be responsible for services rendered at the time of service.
- We accept cash, personal checks, MasterCard, Visa, Discover and American Express credit cards.

Cosmetic Services and Retail Products

- Cosmetic procedures are not covered by insurance and our office will not submit claims to any insurance company or provide any documentation for reimbursement purposes for cosmetic procedures. Full payment for cosmetic services and products will be expected at the time of service.

Cosmetics services include but are not limited to skin tag removal, mole removal for cosmetic purposes, Rosacea or broken capillary treatments with laser, laser treatments for sun damage, chemical peels, microdermabrasion, Isolaz, Fraxel laser, Thermage, laser hair removal, tattoo removal, sclerotherapy, and dermal fillers. **(CONTINUED)**

- Purchase of a series of cosmetic treatments must be paid at the first treatment. Series should be completed within one year of purchase.

Collections

- The physicians and clinical staff do not discuss financial issues. Our front office staff is trained to discuss your account and are happy to help you. However, if you need further assistance, please consult with our Practice Administrator.
- Checks returned for insufficient funds will be charged a \$35 fee in addition to the amount of the check. If a second check is returned, the patient will be asked to pay by cash, money order or cashier's check, or credit card.
- Balances over 45 days are considered a collections account. If an account is deemed uncollectible, the account will be turned over to a collections agency and the patient will be dismissed from the practice. In signing below, it is understood that in the event that your account is placed with a collection agency or attorney for collections, the patient / guarantor is responsible for the account balance plus a collection fee of 33.33% of the account balance and all legal fees and court costs involved in the process used to collect the outstanding delinquent balance. All collection account balances must be paid to the collection agency.

Medical Records

Medical records since September 2008 are maintained electronically. Medical records prior to September 2008 are maintained in off-site storage. For medical records requests, the following charges apply:

- No charge to transfer records from September 2008 to present to another physician
- Records prior to September 2008 being transferred to another physician will incur a \$40 charge
- All other records require the following charges:
 - \$10 search, handling and shipping charge, plus \$.50 per page for pages 1-50, \$.25 per page thereafter, plus
 - \$40 to pull records prior to September 2008 from off-site storage

Credit Balances and Refunds

A review of each account with a credit balance will be conducted to determine the cause of the credit balance. If a credit balance occurs for a guarantor with multiple patients on the account and an open balance remains on the total account, the credit will be posted as an open balance payment on the account.

Refunds are processed on a regular basis for credit balances of \$25 or more. For credit balances less than \$25, the patient must request a refund.

Returns

Products may be returned for a refund, exchange or credit on your account within 10 days of the purchase date. After 10 days, products may not be returned.

Personal Injury Cases

This office does not bill insurance for auto accident or other liability or lawsuit-related cases. The patient is responsible for payment at the time of service.

Wait Times / Late Arrivals

Due to the nature of our business, it is possible that you may have to wait longer than expected due to unexpected circumstances. If you are unable to wait, please notify our staff and we will work with you to reschedule your appointment.

If you arrive more than 15 minutes late, we will do our best to accommodate you, however, you may be asked to reschedule your appointment.

Missed Appointments

In fairness to other patients, the physicians and estheticians, our office requires 24 hours' notice to cancel appointments. Appointments not cancelled with 24 hours notice will incur a \$35 charge.

By signing below, I acknowledge that I have read, fully understand and agree to the treatment and financial policies of Renew Dermatology. I also understand that the terms of this policy may be amended by the practice at any time without prior notification to the patient.

Patient / Legal Guardian Name

Patient Date of Birth

Patient / Legal Guardian Signature

Today's Date