



FINANCIAL POLICY

We appreciate you choosing Urology Specialists of the Carolinas, PLLC as your health care provider. We are committed to providing you quality health care, and to assist in your overall care. Please read our Financial Policy below:

Insurance Claims

Urology Specialists participates with many insurance plans. We will submit a claim on your behalf to your insurance carrier(s) for the services we provide as long as we are a participating provider with your carrier(s). If your insurance plan determines that a service(s) is not covered, payment in full is expected at the time of your visit. You will also be responsible for your deductible co-payment and any co-insurance. For your convenience, we accept cash, checks, VISA, Mastercard and Discover. There is a \$25.00 charge for any check that is returned to Urology Specialists and that charge will be billed to you.

You will be asked to present your insurance card(s) at every visit. Please be sure your insurance information is current at the time of service. It is your responsibility to provide us accurate insurance information.

Medicare

Urology Specialists of the Carolinas, PLLC accepts assignment of Medicare Benefits. Medicare patients are responsible for their deductible and 20% co-pay, as well as any non-covered services provided.

No Shows and Cancellations

Urology Specialists requires that you provide notice of at least one business day if you need to cancel or reschedule your appointment. If you do not provide us proper notice prior to your appointment you may be charged a \$50.00 no-show fee, which will be your responsibility and billed directly to you.

Referrals

If your insurance company requires a referral from your primary care physician, it will be your responsibility to obtain the referral prior to your visit. If you do not have a valid referral your appointment may need to be rescheduled.

Pre-certification

Your insurance carrier may require that procedures and surgeries require pre-certification. We will assist you with this process by contacting your insurance company on your behalf. Please check with your scheduler to be sure that pre-certification was obtained, so that you will avoid incurring additional charges. We will verify your benefits and you will be responsible for any



co-pays, deductibles and co-insurance. These may be collected prior to your surgery or procedure.

Self-Pay

If you are a self-pay patient with no insurance, payment is expected in full at the time of service. Self-pay accounts are also patients covered by an Insurance plan in which our office does not participate or patients without an insurance card on file with us. If you need to discuss payment arrangements, please call 704-248-3400 to speak with one of our patient account representatives.

Third Party Liability

We cannot become involved in Third Party Liabilities. We cannot accept an attorney's letter of payment guarantee.