

Chapel Hill Hormone Therapy

Financial Policy

OFFICE HOURS: Office hours for Chapel Hill Hormone Therapy are Monday through Friday from 8:30 AM until 5 PM, with appointments available Monday through Thursday from 8:30 AM until 5:00 PM, and Friday from 8:30 AM until 11:30 AM. We can be reached by phone during office hours. If you have an emergency after hours, please dial 911 if the emergency is life-threatening.

APPOINTMENTS: Patients are seen by appointment only between the hours of 8:30 AM and 4:00 PM. We realize your time is valuable and we do our best to honor your appointment time; however, unforeseen emergencies and delays may occur.

INSURANCE INFORMATION

Chapel Hill Hormone Therapy is not in network with any insurance plans, including Medicare and Medicaid.

CANCELLATION FEES: All cancellations require 24 business hours (business hours are Monday – Friday) advance notice to avoid any charges.

- No Show or Late Cancellation for a follow up or acute visit will be charged a \$75 fee
- No Show or Late Cancellation for a new patient visit will be charged a \$100 fee
- All account balances are expected to be paid in full before services are rendered, additional visits scheduled, or medical records released.

RETURNED CHECKS: Returned checks are subject to a \$35.00 service fee.

MEDICAL RECORDS & FORMS: There is a \$10.00 minimum fee for medical records; sending a lengthy medical record will incur an additional cost of \$0.75/page for first 25 pages, \$0.50/page for pages 26-100, and \$0.25/page for pages over 100 (per North Carolina General Statutes 90-411). Medical forms that require physician completion and signature are subject to fees as well.

Effective date July 12, 2013