



UNM Center for Life

UNM Medical Group, Inc.

Dear Patient,

Please read the following information carefully.

Thank you for choosing the UNM Center for Life for your healthcare needs. We are dedicated to providing you with excellent care and ensuring you are aware of your payment options.

They are:

Insurance:

- It is the responsibility of the patient to know and understand their benefits. Although, we do call and verify benefit eligibility and general plan information, the insurance company will not communicate benefits received with an outside provider. Therefore, it may be in your best interest to know your benefit information and limitations, by contacting your insurance carrier directly, before arriving to your appointment. You will also want to contact them before receiving *any new services*, here at UNM Center for Life.
- Before arriving to your appointment, we will verify your benefits including what services are covered; maximum number of visits allowed and/or benefit maximum allowable for the specific services being rendered; if there is a deductible and/or copayment; whether a prior authorization is required for the services our providers offer; and if the provider, you are scheduled to see, is contracted with your insurance company.
- According to insurance company contracts, they have up to fourteen (14) days to notify us whether or not they will provide an authorization, for requested services, at the Center for Life. *If you choose to be seen, prior to the approval of your authorization, you may be responsible for the charged amount, if the insurance company does not approve the visit.*

Paid-Up-Front:

- If you do not have insurance; your insurance benefits have been exhausted; or you choose not to have us bill your insurance company, you can pay-up-front;
- We offer reduced rates for paid-up-front services because we don't incur the extensive time and labor costs of billing your insurance company;
- The front desk staff has a list of the dollar amount for each of the services we provide.

We CAN NOT change your visit to Paid-up-Front fees once we have attempted to bill your insurance

Canceled/Missed Appointments/ No Show Fee:

- Many patients are waiting to be seen at the Center for Life. If you won't be able to make your appointment(s), please notify us at least 24 hours in advance so we can offer the appointment to a patient on our waiting list.
 - Appointments that are not canceled at least 24 hours in advance will result in a charge of \$25 for each appointment.
 - You will also be charged a \$25 fee for any appointment that you do not attend and do not call to cancel.
 - After three (3) appointments that you miss or do not call to cancel at least 24 hours in advance, we will no longer schedule appointments for you.

We want you to understand your financial options and be pleased with the economic aspect of your care at the Center for Life. If you have any questions regarding any of the information above, please don't hesitate to ask our staff.

Sincerely,

A handwritten signature in black ink that reads "Arti Prasad". The signature is written in a cursive, flowing style.

Arti Prasad, MD, FACP



UNM Center for Life

UNM Medical Group, Inc.

have read, signed, and agree with Center for Life's Financial Responsibility form.

Patient Signature

Date

Patient Label