



Washington University Clinical Associates

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Welcome to the office of Dr. Michael Berk, Dr. Kevin Konzen, Dr. Nicholas Yozamp and Nurse Practitioners – Jessica Henke and Joy Murphy. We are happy to serve you for your health care need. Please allow us to take this opportunity to provide you with important information regarding financial responsibilities and appointment scheduling.

You will be asked to provide the front desk with your current insurance card and identification at EACH visit. Please verify with the front desk representative at every visit, your current telephone number and address to help us keep your medical chart to date.

We are Medicare participating providers. Charges for services rendered to Medicare patients will be filed with Medicare. **You will be required to pay for services not covered by Medicare at the time of service.**

If you are a member of an HMO or PPO plan in which the providers participate, you will be responsible for the copayment designed by your plan. **Copayments are due at the time services are rendered without exception.** If you have chosen one of the above physicians as your primary physician and they are not listed as your PCP with your insurance carrier, **you will be responsible for the visit or for the difference in coverage.**

Insurance will be filed for all services provided in the hospital and during office visits for contracted insurance companies. It is important for the patient to provide the correct information for filing. Not all insurance plans pay the same benefits or apply the same deductible, thus there may be a balance due. Since the insurance contract is an agreement between you and your insurance carrier, any unpaid balance will remain the responsibility of the patient.

It is our office policy to receive payment in full at the time of service. Payment is requested for all office services at the time the services are rendered unless special arrangements have been made in advance. If you have an insurance plan which the provider does not participate in, we expect payment and we will file the necessary information for you on your first visit only. All future visits will be your responsibility.

It is very important that you keep your scheduled appointments. We have reminder notifications sent 48 hours prior to your appointment based on your notification elections. **Please arrive to your appointment 30 minutes prior to your first appointment and 15 minutes prior to all your return visits. If you are more than 15 minutes late for your appointment you will be asked to reschedule.** If you should need to reschedule, please call the office a minimum of 24 hours before your appointment. **Failure to cancel a scheduled appointment may result in no show charge ranging from \$25 to \$50.** If you fail to keep two appointments a warning letter will be sent to you and if you fail to keep three appointments you run the risk of being dismissed from the practice. There is a constant demand for openings in the providers' schedule, by instituting this policy we are trying to better serve you, the patient.

Signature

Date