

Foot and Ankle Centers of Franklin County and Berkeley County

409 Phoenix Dr.
Chambersburg, PA 17201
(717) 264-1504

1905 Market Square Blvd.
Waynesboro, PA 17268
(717) 762-6300

3790 Hedgesville Rd, Suite O
Hedgesville, WV 25427
(304) 283-4669

Financial Policy

Dear New Patient of the Foot and Ankle Center of Franklin County and Berkeley County:

The Foot and Ankle Center appreciates that you have trusted us to provide podiatric/ wound care services to you. We are dedicated to providing you the best possible care and service. Your understanding of our Financial Policy is an important part of this service. **If you have any questions at any time don't hesitate to call Joyce or Amanda at 717-762-6300(Waynesboro), 717-264-1504 (Chambersburg) and 304-283-4669 (Hedgesville).**

Unless other arrangements have been made in advance, by either yourself or your health insurer, **YOU (or the responsible adult in the case of minors) are responsible for full payment, within 30 days, for the services that have been provided to you.** We accept payments by cash, check, money order, Visa and MasterCard.

We participate with many insurers and health plans. As a courtesy to you, we will first bill these plans for the services you have received. We will settle with them first before we send you any bills. **(Exception:** If you don't provide additional information that an insurer may request from you, within 60 days, it will then be necessary for us to bill you.)

Your communication with us is vitally important. We are willing to work with you to set up a Payment Agreement. However, we cannot work with you if you don't contact us!

Our collection schedule:

First we bill and settle with all your insurers. We then bill you directly if there is any balance remaining that the insurers have designated as your responsibility.

We expect one of two responses from you within 30 days:

1. You will either pay the account in full
- Or
2. You will contact us to set up a Payment Agreement

After 30 days: You will receive a second bill with an overdue. We may also attempt to phone you. **Please respond** if you receive a message from us.

After 60 days: We will begin to assess MONTHLY LATE FEES (\$5.00 on balances less than \$50; \$10.00 on balances of \$50- \$100; 10% of balances over \$100)

After 5 months: **If we still have not received payment on your account or been contacted by you,** we will be forced to send your account to an outside collection service or file a civil complaint in order to reach a final settlement.

Please be reminded again, if you have special needs and contact us, we are happy to work with you in order to come up with an agreeable resolution for your account. We will not apply fees as long as contact is maintained and you make an effort to follow the Payment Agreement.