



PATIENT ACCOUNT POLICY

Rogue Medicine provides quality health care and administers all accounts under the following guidelines.

- Insurance Billing** As a courtesy to our patients with insurance, upon receipt of the appropriate insurance information, we will submit your insurance claim for you. Patients are responsible for all deductibles, co-payments and other patient balances as indicated by your insurance carrier.
- Secondary Insurance** We will bill your secondary or supplemental insurance for you.
- Co-Pays** Any co-payments required by an insurance company must be paid at time of service.
- Scheduling** Patients are asked to arrive 15 minutes before their appointment to allow for registration and rooming. Late arrival may result in asking you to reschedule to not disrupt the appointments of other patients. Patients failing to keep their scheduled appointment without 24 hour notice will be charged \$25.00 for the missed appointment. This is patient responsibility and is not covered by your health plan.
- Cash Pay Accounts** Patients without insurance must pay cash at the time of our service. A financial plan may be set up in advance with our billing department, but in no instance do we carry an account balance beyond 3 months from the date of service.
- Payment Methods** **Payment methods include Cash, Check, MasterCard, and Visa.**
A \$35 fee will be assessed by our office for any returned checks in addition to the service charge assessed by our bank.
- Medicare Patients** Rogue Medicine participates and accepts assignment with Medicare.
- Forms** There are fees for forms that the providers are asked to complete. In some instances, the provider may ask you to make an appointment to properly complete the form. Form completion fees are not covered by insurance and are to be paid at time of form request. Please check with our staff for form fees.
- Prescriptions** Refills require a 72 hour advance notice. Please contact your pharmacy and they will electronically notify us of the refill request. Medications are not filled after hours or weekends.
- Monthly Billing Statements** Mid Rogue eHealth Service handles our billing and statements. You will receive statements directly from them. After your insurance has processed your claim any unpaid patient balances are due upon receipt of our billing statement. Monthly payments will be required under terms established with our billing department, but in no event will exceed 3 months. If you have special financial needs, please contact our billing department to discuss the possibility of an extension of credit.

The billing service contact number is 541-471-3799, option 2.