

February 26, 2019

Re: Office Visit Co-Pays & Patient Pay Accounts

Dear Patient,

Effective January 1, 2019, our office will no longer routinely bill with mailed statements for copayments since they are actually due (by contract) at the time of service. We have an agreement with insurance companies to collect these copays at the actual visit.

A copayment or "copay" is a fixed amount for a covered service (such as an office visit), to be paid by the patient to the office before receiving the service. Co-pays are often in the \$25-50 range. Please review your insurance policy for details on copays and how they work. However, those copayments are literally essential for us to keep our doors open. Therefore, this payment should be made when you check in for your appointment.

As of January 1st, the copay will be required as you arrive for your office visit. If you do not have your copayment at check-in, you may choose to either:

- 1) Reschedule your appointment or
- 2) Have a \$10 late fee assessed to your account for not having it on the day of service. Your account would then be subject to additional late fees for each month the copayment goes unpaid.

Note: For patients who personally pay the clinic for medical services, we require a minimum of 50% of the amount due for that day's services upon checkout.

Thank you in advance for your understanding and cooperation.

Sincerely,

OHFP Management