

# Credit and Payment Policy

## Missed and Canceled Appointments

We request that you notify us 24 hours in advance when canceling a scheduled appointment. We reserve the right to charge a fee of \$40 for any appointment missed or canceled without reasonable notice.

## Financial Responsibility

Patients or their legal guardian are financially responsible for all services received. If you do not pay your co-payment at the time of service, a \$25 billing fee will be charged. Overdue accounts are subject to a rebilling fee of \$10 per month and may be placed on a cash payment basis for future appointments. If you are required to pay for treatment at the time of service and are unable, your appointment may be rescheduled. A \$25 fee will be assessed for checks returned by your bank for any reason. Failure to meet your financial responsibility may result in collection or legal actions. Accounts that are turned over to a collection agency will be assessed a collection account fee of 10% of the outstanding balance.

## Credit and Payment Policy

Due to the changing nature of health insurance, this policy is subject to change without advance notice. For an updated copy, ask at our Registration Desk or check our Web site at [nwpc.com](http://nwpc.com).

To make a clinic appointment

**503.659.4988**

**NWPC.com**

DWYER CLINIC  
10024 SE 32nd Avenue  
Milwaukie, OR 97222  
503.659.4988

Hours:  
Mon-Fri 8AM-5PM

MILWAUKIE CLINIC  
3033 SE Monroe Avenue  
Milwaukie, OR 97222  
503.659.4988

Hours:  
Mon 8AM-5PM  
Tues, Wed, Thurs 8AM-8PM  
Fri 8AM-5PM  
Sat 8AM-3PM

OREGON CITY CLINIC  
Providence Willamette Falls Medical Center  
1508 Division Street, Medical Plaza II  
Lower Level, Suite 25,  
Oregon City, OR 97045  
503.659.4988

Hours:  
Mon-Fri 8AM-5PM

SELLWOOD CLINIC  
6327 SE Milwaukie Avenue  
Portland, OR 97202  
503.659.4988

Hours:  
Mon-Fri 8AM-5PM

TALBERT CLINIC  
12360 SE Sunnyside Road  
Clackamas, OR 97015  
503.659.4988

Hours:  
Mon-Fri 8AM-5PM



**YOU MAY CONTACT OUR  
CREDIT DEPARTMENT AT  
503.659.4777**



# Credit and Payment Policy

We are pleased that you have chosen Northwest Primary Care Group, PC, as Your Family's Medical Home. We provide you with the highest level of professional medical care possible, while keeping medical costs reasonable. In an effort to provide quality medical services, we have established the following credit and payment policies:

## **Insurance Coverage**

We will submit claims on your behalf to your primary and secondary insurance carriers. When insurance information is unavailable or invalid insurance is provided at the time of service, the patient or their legal guardian is responsible for all charges incurred.

Your insurance contract is between you and your carrier. Any remaining patient balance after your insurance carrier(s) has made payment is due immediately upon receipt of your Northwest Primary Care account statement. Patients or their legal guardian are required to bring a photo ID, their current insurance identification card(s) and the applicable co-payment to each appointment.

If you have questions or concerns about your insurance coverage, please call your carrier. It is the responsibility of each patient or their legal guardian to understand the terms and conditions of their insurance plan(s).

## **No Insurance Coverage**

We offer SureCare, a program designed for patients who do not have insurance coverage. The fees for office visits and services are discounted. SureCare provides

the same quality care from our primary care practitioners you've come to expect, with the benefit of discounted pricing.

When calling for an appointment, let our scheduler know that you would like to use the SureCare program. The scheduler will inform you of the exact fee for your office visit. This fee is collected upon registration at the office visit. You will be given a discounted fee schedule of our lab, radiology and other ancillary services which may be recommended by your physician. When meeting with your physician, it will be your decision whether or not you want those services. For more information about our SureCare program, please check our website [nwpc.com](http://nwpc.com) or ask a staff member.

We accept cash, personal check, money order, VISA and MasterCard payments.

## **Workers Compensation**

Please notify our Registration Desk at each appointment if your visit is due to an injury covered by workers compensation. You will need the name of your workers compensation insurance carrier, the date of your injury, the name and address of your employer at the time of injury, and the claim number when filing a workers compensation claim. If you have questions or concerns about your insurance coverage, please call your carrier. It is your responsibility to negotiate a disputed claim. If you are without health insurance coverage or are covered by an insurance plan that we don't accept, we cannot see you for workers compensation.

## **Motor Vehicle or Other Liability Claims**

We provide complimentary billing of your motor vehicle or other liability insurance carrier, when you provide accurate and complete billing information at the time of your initial visit. We verify your claim information and the availability of personal injury protection coverage (PIP) on your claim. If your PIP has been exhausted or expired, we will bill your private medical insurance coverage. If you do not have medical health insurance, Northwest Primary Care, requires a deposit on your account of \$150 at each visit.

In the event that your claim is disputed or a suit is established against another party, Northwest Primary Care, will not accept the responsibility for collecting or negotiating settlements. Patients will be asked to work with our business office to establish a suitable payment plan for your medical charges. While we understand that settlement of these cases can take months, claims against another party are not a reason for non-payment of the medical services you have received.

