

IOWA KIDNEY PHYSICIANS

1215 PLEASANT STREET, SUITE 100 • DES MOINES, IA
TEL: 515-336-6557 • FAX: 515-461-2223

FINANCIAL POLICY

Welcome to Iowa Kidney Physicians, P.C. We are committed to providing you with the best possible care and treatment. This information is provided to guide you through the ever-changing insurance world.

Each time you arrive for an appointment, our receptionists will ask you to verify your address, phone number and insurance information using our online check-in process. This is so we can file your insurance claims for you. With the correct information this can be done in an accurate and timely manner.

With every new calendar year we will ask you to present your insurance cards so we may scan them and have the most current card on record. If you receive a new insurance card, please provide the new card at your visit.

Also, at the time of each visit, we will ask you for your co-payment or deductible, if applicable. This is so we will be compliant with your insurance company's contract. We accept cash, check, or major credit cards. We participate with Medicare and many other insurance companies but not all. **It is up to you to get pre-certification if necessary.** If we do not participate with your insurance plan, you will be responsible for the cost of the office visit and any procedures performed. *Payment is due at the time of service.* It is the ultimate responsibility of the patient to understand his/her insurance coverage. Our staff cannot call your insurance company at the time of your visit to obtain information about your benefits. In the event of denials, errors, or non-covered services, you will be responsible for all services rendered.

Although an insurance claim is filed, you will receive a monthly statement if your account has a balance due. This office can not accept responsibility for negotiating a settlement on a disputed claim. You are responsible for the payment of the account.

The adult accompanying a minor or the parents or guardians are responsible for payment in full. Unaccompanied minors receiving non-emergent treatment must have prior authorization.

If there are temporary financial problems that may affect timely payment of your account, we recommend that a payment plan be initiated. Please contact our billing office for assistance at 515-631-5397.

If you have a credit balance and no further services scheduled, you will be issued a check within 15 business days of determining that a credit is due.

Thank you for understanding and abiding by our financial policy. It has become necessary with changes in health care and the many different insurance plans available. Our goal is to make your visit with us pleasant and professional.

Iowa Kidney Physicians complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-515-336-6557.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-515-336-6557。

CHỮ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-515-336-6557.