

Dear New Patient,

Welcome to our office! This letter is to introduce you to our office and our policies. We are thankful that you have chosen the most effective form of natural healthcare and we are delighted to serve you.

LOCATION: We are at 2812 West Colorado Avenue, Suite 104, on the north side of the street between 28th & 29th. The building is L-shaped, pink stucco with green trim and our office is located in the corner under the clock.

PARKING: There is plenty of off-street parking available. In the event that the parking lot is full, please park on Colorado Avenue or in the parking lot directly behind Paravicini's Italian Restaurant.

PATIENT INFORMATION: Please complete the enclosed forms and bring them with you to your appointment to help expedite the check-in process. Please arrive for your appointment 10 minutes prior to the appointment time to get all the paperwork ready for your appointment time. Please allow for one hour in your schedule to complete the new patient work-up.

HOURS: Our office manager is available via phone Tuesday through Thursday 8:00am-6:00pm and Friday 8:00am-1:00pm. We are closed for lunch from 1:30PM-2:30PM. Please feel free to leave a message and someone will return your call as soon as possible.

APPOINTMENTS: Please call 475-2455 if you need to reschedule or cancel the appointment time we have reserved for you. If you are unable to keep your appointment, we ask that you give us at least 24 hours notice so that we can use that time for someone else who may have an urgent need. If you are late for your check-in time, it may be necessary to reschedule your appointment. Patients who do not show up for appointments without calling before the appointment will not be permitted to return to the practice for further services. Please keep in mind that it is our office policy to charge a no show fee for those appointments that are not rescheduled or canceled within 24 hours. Chiropractic appointments will be charged a \$15 no show fee and massage appointments will be charged the full price of the massage for no shows.

FINANCIAL: If you have insurance, please bring all of your most current insurance identification cards to your appointment. Some cards have expiration dates on them. We will not accept ID cards for another family member since the ID numbers are different for each family member. The required information needed to process your claim is the **Employee Identification Number or Policy Number or Subscriber Identification Number** and **Group Number and/or Plan Number** and **Claims Address and Phone Number**. We are participating with many different insurance plans including Medicare,

Workman's Compensation, Personal Injury Claims (i.e. auto accidents) and we also make special exceptions for those without insurance.

If you do not have all the necessary claims information upon check-in, you will either need to pay cash for your visit or reschedule your appointment to the next available time slot when you do have the information. If you choose to pay cash for your visit, we will file your insurance claim for reimbursement after we receive the insurance information from you. We will reimburse you after the insurance company has paid the claim. If you have insurance we are not providers for, we will collect the full fee from you at the time of service. We will provide a receipt for you if you want to self-submit for non-network reimbursement from your insurance company. In this way, the insurance company will reimburse you directly.

Please bring any copayments or other monies you may owe for your office visit. We accept cash, checks, money orders, Visa, Mastercard and Discover. For copayments not paid at the time of service, we charge a \$25 processing fee for sending you a bill. There is a \$20 insufficient funds (bounced check) fee if your check does not clear your bank in addition to the amount written on the check. Patients referred to a collection agency for non-payment of their account will not be permitted to return to the practice for further services. Payment arrangements may be made under certain circumstances for urgent services and arranged with the office manager prior to your office visit.

Thank you and we look forward to meeting you soon!

The Doctors and Staff at Sanders Chiropractic and Massage Therapy