

# WELCOME TO MOUNTAIN MEDICAL CENTER

We value you as our patient and want you to be fully aware of our payment policies.

- ❖ **PAYMENT FOR SERVICE:** **Payment is required on the day of service.** We are happy to bill your insurance. However, co-payments, co-insurance, deductibles, and self-pay amounts must be paid at the time of service.
- ❖ **APPOINTMENT CANCELLATIONS:** Failure to cancel your appointment without 24 hours notice will incur at \$20 fee.
- ❖ **NO-SHOW APPOINTMENTS:** Patients who are a “no-show” for their appointment will also be charged a \$20 fee.
- ❖ **MEDICATION REFILLS:** Medication refills may require up to 48-72 hours to process. Please allow enough time when requesting refills.
- ❖ **INSURANCE & ID:** It is very important that we accurately bill your insurance and verify your personal information. **Please present your insurance card and photo ID during check-in at every visit** and advise the front desk personnel of any insurance changes at that time.
- ❖ **SLIDING SCALE:** A sliding scale fee structure is available for patients who demonstrate *in writing* an inability to pay the full amount of billed charges. Prior arrangements must be made before the sliding scale will be applied. Please ask for details if you need financial assistance.
- ❖ **MEDICAID, MEDICARE, AND CHP+ ARE ACCEPTED HERE**
- ❖ Mountain Medical Center does not discriminate in the provision of services to an individual (i) because the individual is unable to pay; (ii) because payment for those services would be made under Medicare, Medicaid or the Children’s Health Insurance Program (CHIP); or (iii) based upon the individual’s race, color, sex, national origin, disability, religion, or sexual orientation.