Cary Rheumatology & Arthritis Associates, PA

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2026 Updated Financial Policy

Thank you for choosing Cary Rheumatology & Arthritis Associates as your healthcare provider. A clear understanding of our Patient Financial Policy is essential for our professional relationship. We appreciate your understanding and cooperation as we work to ensure the sustainability of our practice and continue to deliver exceptional care.

1. Payment at the Time of Service

Payment is required at check-in for all services rendered. This includes co-payments, unmet deductibles, co-insurance, and any non-covered services as determined by your insurance plan.

High-Deductible Plans/Self Pay: Patients without a specified co-payment are required to pay:

- $275 for new patient visits and $150 for follow-up visits

2. Outstanding Balances/statements:

- Outstanding balances can be viewed through the patient portal.
- We send electronic billing statements by text message with a link to pay the balance. All balances are due within 10 days of the first electronic statement. Prior balances must be paid in full within 30 days of the date the first paper statement is issued. Failure to make timely payments may affect your ability to schedule or keep future appointments.
- We accept cash, checks, and credit cards. We do NOT use Apple pay or google pay for in office payments.
- If payment is not received within 30 days of the first statement being issued, a $10 per month outstanding account balance fee will be applied to the account until the balance is paid in full. This fee also applies to approved payment plans.
- Payment plans or partial payments must be approved in advance by the Practice Administrator. A maximum of two installments will be permitted.
- For billing inquiries, please call 919-344-0180, ext. 3.

3. Insurance

We will file claims with your insurance company. However, insurance is a contract between you and your insurer. You are financially responsible for all charges if Your insurance does not pay within a reasonable timeframe.Services are deemed non-covered. You are responsible for providing accurate and complete insurance information, including all primary, secondary, and tertiary coverage, and for notifying us of any changes. Claims will be filed based on the information you provide.

4. Referrals and Authorizations

If your insurance requires referrals or pre-authorizations Please consult our office for guidance. Failure to obtain required authorization may result in denied claims, making the balance your responsibility.

5. Self-Pay Accounts

Self-pay patients, including those without insurance or with non-participating insurance plans, must pay in full at the time of service.

6. Biologic Prior Authorization Fee:
A $50 administrative fee will be charged for New biologic prior authorizations. This fee applies to new approvals.

- Is charged once per calendar year.
- Will be billed and applied to your next in-office appointment.

7. Returned Checks: A $30 service charge applies to returned checks.

8. Cancellations or Missed Appointments: At least two business days' notice is required to cancel an appointment. No-show fees will be waived only in the event of a documented medical or family emergency. Failure to provide adequate notice will result in the following fees:

- $75 for follow-up visits
- $125 for new patient visits
- $100 for infusion appointments

9. Billing Statements

Statements reflect all charges, payments, adjustments, and any remaining balance due. Payment is due upon receipt of the statement and it is published on the patient portal with a link to pay.

10. Account Refunds

Refunds for overpayments will be processed after all insurance claims have been finalized and the account balance is confirmed. Refunds are issued monthly.

11. Health-Related Forms and Letters

We reserve the right to deny requests to complete health-related forms, paperwork, or letters. An appointment may be required if further discussion with the provider is necessary to appropriately address your request. If completed, the following fees will apply:

- $50 for each standard form, including FMLA forms, brief paperwork, or letters.
- $75 for more complex paperwork, including disability forms.

These fees will be billed directly to the patient and are not paid by insurance. Please allow up to 7 business days for completion of requested paperwork.

Acknowledgment of Financial Policy

I have read and understand Cary Rheumatology & Arthritis Associates' financial policy. I authorize Cary Rheumatology & Arthritis Associates to bill my insurance and accept responsibility for all payments, including deductibles, co-insurance, co-pays, non-covered services, and applicable administrative fees.

Signature: _____ Date: _____