

OB/GYN HEALTH ASSOCIATES

Your Partners in Women's Healthcare

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obgynhealthassociates.com

Financial and Office Policies

Thank you for choosing our practice to serve your healthcare needs. We want to do everything possible to provide you with excellent, efficient care. The following policies and guidelines help us do that.

REGISTRATION AND OFFICE PROTOCOLS

Insurance and Demographic Information: Current insurance information, including the primary cardholder's name and date of birth and an emergency contact phone number, is required. If there are any changes to your insurance or demographic information, including but not limited to, name change (our records must match the name in your insurance records), new insurance member ID number and/or group number, please inform the front desk and provide the updated card. It is your responsibility to know your insurance plan and benefits.

Contacting the Providers for Emergencies- In an emergency, please call our office immediately regardless of time, weekend, or holiday. Our after hours answering service will contact the on call physician. If you have general questions, need a prescription refill or have non-emergent concerns after office hours, please leave a message in our general voicemail box or call the office the next business day and our staff will be happy to assist.

Visit and Diagnosis Codes: Preventative/Wellness Visits may turn into visits where symptoms/problems are discussed and are coded accordingly and a co-pay or deductible may apply. Therefore, co-pays are always due at time of service. It is your responsibility to know your insurance plan and benefits.

Test Results: Our office will notify you with the results from testing as soon as they become available to us *and* are reviewed by your physician. Please allow time for this process to occur. The physician may require a follow-up appointment to review results with you.

Completion of Test Orders and Follow Up Care: Our office tracks test orders and referrals given to patients and we expect you to follow through for your good health and well-being. If orders are not completed within the expected timeframe, you may receive a call or letter reminding you of the recommendation. A lack of response will be interpreted by the office that you assume sole responsibility for the consequences of your inaction on this matter. Noncompliance could result in you being discharged from the practice.

Uncooperative Patients: Our goal is to accommodate all patients' needs efficiently and timely. Our physicians and staff members will not continue to treat a patient who is uncooperative, refuses to follow treatment plans, misses multiple appointments without notice and presents with demanding or abusive behavior. This behavior could result in being discharged from the practice.

APPOINTMENTS AND MISSED APPOINTMENTS

It is important that you attend every scheduled appointment so that we can provide you with the best medical care. New patients should complete their online medical history on the patient portal PRIOR to their appointment date. Failure to do so may require your appointment to be rescheduled. If you are more than 15 minutes late to your appointment, you may be asked to reschedule or wait until we can fit you into the scheduled.

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Cancellation/No Show/Missed Appointment Fees: Your appointment time is reserved especially for you and appointments for many of our doctors fill up very quickly. You will receive appointment reminders by text and/or phone call. Cancellations and/or changes need to be made at least 1 full business day prior to your appointment time. Failure to do so will result in a missed appointment fee:

Office Visit/Injection/In office procedure appointment: \$20 cancellation fee

Bladder Health appointment: \$300 cancellation fee (this is a pass through cost that can't be waived)

This fee is not covered by your insurance and must be paid in full before another appointment is made. Multiple consecutive missed appointments may result in you being discharged from the practice.

Physician Cancellation- Occasionally, physicians may be called out of the office at any given time due to emergencies or OB deliveries. We will notify you if this occurs and provide you with rescheduling options.

PAYMENT

Our fee calculations are estimates and are no guarantee that your insurance company will pay our claims. Ultimately, your insurance is contracted between you and your insurance carrier. Any service that is not covered by your insurance company, for whatever reason, is your responsibility. You may also receive separate bills from our outside labs used to process labwork and genetic testing.

Co-Pays: Co-pays are always due at the time of service.

Self-Pay Patients: If you do not have insurance, payment in full is due at the time of service.

Payment Options: For your convenience, we accept cash, check, Visa and MasterCard, and Discover. You may also pay your bill online through our website at www.obgynhealthassociates.com

Payment Plans: We offer payment plans to our patients for up to 6 months. If you fail to make your scheduled payment and do not contact our office, your account may be sent to collections for non-payment. OB patients with large unmet deductibles may need to setup a payment plan to be completed before delivery date for the estimated total maternity charges. Any overpayments on payment plans are promptly refunded and any balance due is payable within 30 days of when the insurance company processes the claim.

Collections: If your account balance is unpaid after three statements or more and you have not contacted us, your account will be referred to a collection agency. A 25% collection fee for all accounts will be assessed and this fee is the patients' responsibility. Once your account is in collection status, we will be unable to make any future appointments for you until the account is paid in full. We will only take these measures if you do not respond to our attempts to communicate with you or set up a payment plan.

OTHER FEES

Returned checks, NSF fees: There will be a \$35 charge for all returned/NSF checks.

Insurance & Employer Paperwork: (ex: FMLA/Disability) An appointment may be required to have forms completed. The first form will be completed at no charge and there will be a \$25 charge per form thereafter.

Medical Records: Requests for medical records must be signed and in writing on a medical release of information form. There may be a charge for record copying, as allowed by Illinois law.

We appreciate your trust in our practice to service your OB/GYN needs. Please let us know if there is anything we can do to make your experience better. Be Well !