

Revised: 1/15/2009

DALLAS MEDICAL SPECIALISTS  
7777 Forest Lane Suite C-300  
Dallas, Texas 75230

Thank you for choosing Dallas Medical Specialist for all your medical needs. We look forward to providing you a complete package of medical treatment and financial services to assist you. We do file your charges to your insurance carrier as benefit to you. Reimbursement should be received within 45 days in most cases. It is the patient's responsibility to know and understand what services are covered under the policy. Patients without insurance coverage are required to pay the balance in full at the time of service. **We do not file claims to any Workers Comp.**

**Common Insurance denials include but are not limited to:**

Pre Existing condition, Policy deductible, Insurance not in effect at the time of service, Coverage by more than one plan in which coordination of benefits has not been arranged, Policy maximum has been reached, No referral for the visit or service. (It is the patient responsibility to contact the PCP for a required referral), Medical service rendered is not covered by the insurance policy

*Professional services are rendered to the patient not an insurance company. Insurance can deny claims for a variety of reasons and the above is only brief description. Any unpaid balance remains the patient/guarantor responsibility.*

**You can assist in several ways to expedite your claim and reduce denials, such as;**

- You will be asked at every visit to verify information and make any changes. It is your responsibility to inform us of any demographic and insurance changes. If you have two insurance carriers please advise and provide copy of **both** cards.
- Student status update provided to insurance on all students 18yrs and older.
- **MEDICARE PATIENTS** If you have switched from traditional Medicare to a Medicare replacement policy **YOU MUST ADVISE AT THE TIME OF SERVICE!!!!**

If any changes in your insurance coverage is not provided and/or received within the Insurance carrier timely filing period the patient will be responsible for any balance of the account. Co-pays are due at the time services are rendered. Payments may be made by cash, check/bank card, Visa, MC, American Express and Discover. There is a \$25.00 return check fee.

**NO SHOW, CANCELLATION AND LATE PATIENT POLICY:** If you need to cancel an appointment we ask that you do so within 24 hours of your scheduled appointment time. **Effective March 1, 2009 you will be responsible for a \$25.00 charge if your appointment is not cancelled with 24 hours or if you do not come to your scheduled appointment.** If there are 3 or more scheduled appointments in which you do not come in for without prior cancellation or if there are repeated scheduled appointments in which you arrive 15 minutes or more past your appointment time you could be subject to dismissal from our practice.

You may reach a Billing Specialist at 972-566-5149; 5105 or 5136 between 8 am and 4:30 Monday thru Friday. They are happy to answer any questions or concerns that you may have. If you are unable to reach us please leave a detailed message including name, date of birth and phone number and some one will get back to you within 24 hours.

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I have read and understand my financial obligations. I understand that this office will file an insurance claim on my behalf based on the information I provide. Both Dallas Medical Specialists and I will receive an Explanation of Benefits (EOB) from my insurance carrier(s) that will detail any payments, deductions and adjustment per my plan's guidelines.

I understand that I will be fully responsible for payment of any and all medical service denied by my insurance company as applicable by state and/or federal law.

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Patient Signature

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Date