

# NO SHOW POLICY

In an effort to provide all CAYUGA FAMILY MEDICINE patients with the best care and most accurate scheduling possible, it is our policy to charge insured and non-insured patients a "no show" fee for missed appointments.

"No show" is defined as an appointment not canceled 4 hours before the scheduled visit time.

Patient will be contacted by clinical staff for medical follow up and to rescheduled appointment as necessary.

A \$20.00 fee will be charged to the patient's account to be paid at the next appointment at check-in, prior to being seen. Insurance companies will not pay these fees.



## LATE ARRIVAL

Patients arriving at least 10 minutes late for their appointment may be asked to reschedule.



## SICK APPOINTMENTS

The office has a set number of same day sick appointments available, however, they can get filled quickly. Please call first thing in the morning if you want to be seen- phones are answered beginning at 8:30 am.



## WHAT TO BRING WITH YOU

We will ask you to show your insurance card at each visit. Also have your driver's license and current medication list available.

## SAME-DAY POLICY

CAYUGA FAMILY MEDICINE has a sliding fee scale for same-day pay patients. A self-pay patient is anyone without the benefit of health insurance. This does not include patients with high deductible plans or plans that are not part of our provider network.

The fee scale allows self-pay patients to pay approximately the same fee as an insurance company would pay for services rendered, as opposed to the full office charge. However, in order to receive this discount, the payment must be made at the time of service. If the payment is made after the date of service, the patient will be liable for the full office charge.



## CO-PAY POLICY

All patients must pay applicable copays prior to each visit.

If you are not able to pay your copay at the time of service as stated in your contract with your insurance carrier we may add on a \$10.00 service fee.



## QUESTIONS?

 **CLICK HERE**

If you have questions or concerns regarding CAYUGA FAMILY MEDICINE Policies & Procedures, contact us today!