

**Mantini Chiropractic and Wellness Center**  
**330 Main Street**  
**Ford City, PA 16226**  
**724-763-1238**

**OFFICE POLICY**

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The following is an explanation of our clinic policies. We believe that a clear definition will allow us both to concentrate on the most important issues – regaining and maintaining your health. We will be happy to answer any questions you may have regarding our policies, your account, or insurance coverage.

**Patient Payment Policy**

We feel the patient's health needs are paramount; therefore the following payment policy is an attempt to allow you, the patient, to receive the care you need and clear your balance with the least amount of difficulty. No account is permitted to go over \$50. Once you reach \$50, you will have to reschedule your visit to a more financially feasible time for you. If your check is returned to us, no matter the reason, you are responsible to pay the bank fee (\$20) and the payment that was not processed.

**New Patient Care Services**

We require your copay for initial visit and initial adjustment, the day of treatment. We will bill your insurance for payment of other expenses incurred. However, your copay is legally your responsibility and we are legally required to collect it at the time of visit. Worker's Compensation and Auto Accident Claims are not required to pay at this time if appropriate forms and fines are signed.

**Established Patient Care Services**

Patients under care are required to make regular payments on all unpaid balances, except for properly documented Worker's Compensation or Auto Injury Claims. Payments need to be paid in accordance with the arrangements you have made with the front desk assistant. We do charge a 40% interest on all account balances over 60 days. They are also forwarded to a collection agency at that time. If you fail to comply with the financial agreement you agreed to, you then will be charged the full amount and no discount applied.

**Confidentiality**

Every employee of this company has been trained to maintain strict confidentiality regarding patient information. For a family member or friend to obtain general information such as your appointment time, they must ask for you by first and last name and be able to prove their relationship status with you. If you do not wish any information to be shared, please make the front desk assistant aware. Some of our treatment rooms are open. If you need strict privacy, please request a private room.

**Our Policy On Health Insurance**

Today most insurance policies do cover chiropractic care. We will be happy to file your primary insurance claim for you and do everything we can to ensure that you receive proper reimbursement; however, we cannot take responsibility for what your health insurance will or will not cover. If your insurance company pays directly to you, the patient, you will be placed on the cash plan as the check will go to you. We implemented this due to patient noncompliance in paying Mantini Chiropractic and Wellness Center. Insurance companies do not cover maintenance care, therefore when you go to maintenance care, you will be placed on a cash plan and your insurance will no longer be billed.

**Appointments**

In order to better serve our patients, we ask that you call if you are unable to make your appointment or if you will be late. Your appointment time is reserved for you. If you fail to notify our office, it leaves a time slot open that could be used to help someone else. Please help us help others. If you miss one appointment without

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notifying the office, you will be charged the fee for that visit and after two missed appointments without notifying the office, you will be dismissed from our care and charged for the visit.

**Emergency or After Hours Calls**

In case of an emergency, you may contact the office for a special appointment any time during regular office hours. If you, a friend or family member requires after hour or weekend assistance, you may call the clinic at 724-664-7814 for special assistance.

**Questions And Answers**

Your questions about any aspect of your care or account are invited. Please feel free to ask your doctor or any available staff member. We will make every effort to answer your inquires.

I have read the Mantini Chiropractic and Wellness Center Policies and will honor them.

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Patient's Signature

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Date

**Important Insurance Information**

Most insurance policies do cover chiropractic care. However, if yours does not, we encourage you to urge your employer's health insurance broker to change your policy to one that does. Your freedom choose your own health care provide is a fundament right. If we can help in any way, please let us know. Mantini Chiropractic and Wellness Center has patient payment plans for those without health insurance. We suggest you do the following:

1. Call your insurance agent to determine exactly what coverage you have. Ask what deductible, if any, applies to your policy. Then ask how much of your claim your insurance company will pay.
2. Obtain insurance claim forms, if needed, from your agent or insurance company, fill in the required personal information and bring them to our office. Be sure to write down all information concerning any injury (auto, work related, slipping, etc.)
3. When you bring our insurance forms to our office, please ask one of our staff to double-check them. This will help avoid unnecessary errors and give you a chance to ask any questions that you may have regarding your claim.
4. If your policy has a deductible feature, then we suggest you pay this amount at the outset of your care. We also require, that you keep your account current on at least a monthly basis. Any reimbursement from payments received from your insurance company will promptly be credited to your account.
5. Some of today's insurance policies don't provide the type of coverage that you may desire and larger patient payments will be required. If this is a hardship, ask your doctor about the Mantini Chiropractic patient payment plan. This will allow you to get the help that you need and pay for it at your own pace.
6. If you are in auto accident or on the job injury victim, we suggest you discuss your coverage with our insurance office. We may well have suggestions that will help you in this regard.
7. You will be asked to authorize Mantini Chiropractic to furnish information regarding your case directly to your insurance company and to assign all benefits as a result of the claim. This will expedite its handling.
8. It's a good idea to know your own insurance coverage. However, if you have questions, feel free to ask. Our staff is experienced in insurance claims handling and will be glad to help in any way they can.