



Please read the following billing & charges policy carefully. When finished, sign at the bottom and bring back to the front desk.

Office Visits: Office visit charges for medical and psychiatry are billed to your insurance carrier unless you tell us not to at the time of service. You are responsible for your co-payment as designated by your insurance carrier.

A physical/wellness exam is for the sole purpose of preventive care and does not include discussion of new problems. Should a wellness exam turn into a diagnostic or problem-oriented visit, you will incur an additional office visit charge.

Tests & Treatments: There are charges for all medications, supplies and procedures used to diagnose and treat illnesses and injuries. These include but are not limited to:

- Allergy shots
- Immunizations
- IV therapy
- Laboratory tests*
- Orthopedic supplies (casts, splints, and crutches)
- Wound care supplies
- X-rays

*Patients presenting laboratory orders from providers outside PWHC will incur a \$20 charge for each visit.

*Reference lab billing – labs tests sent to independent labs (e.g. Quest Diagnostics, Northwest Arkansas Pathology), which bill separately and set their own charges – not included in our clinic fees. See next page for more information.

Missed Appointments & Late Cancellations: Charges apply for missed appointments or appointments not canceled at least two (2) hours in advance for all medical clinics and appointments not canceled by 4:00pm the workday before the appointment for psychiatry.

Insurance & Billing: Patient is financially responsible for all charges incurred during each visit, whether covered by insurance or not. PWHC can file claims with most health insurance plans. *By giving us your insurance information, you authorize PWHC to file a claim with (send a bill) your insurance company for services rendered. Correct insurance must be submitted within 48 hours of your appointment to assure timely filing. If you do not want PWHC to do so, you must let us know at the time of your appointment.*

Your insurance company may determine some or all charges incurred at PWHC are not covered by your policy or should be applied to your deductible. Your insurance company may require a referral to PWHC for services not rendered by your primary care provider. **It is your responsibility to contact your primary care provider to obtain this referral. You are responsible to learn what your insurance covers.**

I understand the release of protected health information applies to insurance claims and may include any of the following: diagnosis, treatment(s) received, pharmaceuticals prescribed, charges, laboratory results, radiological findings, pre-existing conditions, medical records as requested by your insurance carrier, details of charges, name of provider/therapist/clinician.

If you do not have health insurance and cannot pay at the time of service, or if your health insurance does not pay for any part of your charges, PWHC will post the amount due to your Workday account. Patients who do not have insurance (or choose not to use their insurance at PWHC) will receive a self-pay discount. **If you declare/request self-pay at the time of your visit, you cannot change to insurance billing at a later time.**

By signing this form, you acknowledge the following:

- I have read and understand the PWHC Charges Policy.
- I understand I am financially responsible to pay for all services I receive, whether covered by insurance or not.
- I authorize PWHC to submit a claim to my health insurance company for services rendered & payment consideration.
- I understand if I do not want PWHC to bill my insurance company, I must notify PWHC on the day of service.
- I understand it is my responsibility to know the details of my insurance coverage.
- I understand PWHC may amend this policy periodically; and I can find the most updated policy at myhealth.uark.edu.

Printed Name: _____ University ID: _____

Signature: _____ Date: _____



IMPORTANT: READ CAREFULLY BEFORE SIGNING POLICY

Pat Walker Health Center strives to provide affordable and convenient medical services for the University of Arkansas community.

Patients are financially responsible for the cost of medical services performed including office visits, laboratory tests, out-patient treatment, etc.

INSURANCE BILLING

Pat Walker Health Center can file claims with most health insurance plans, if proper information is submitted. If you do not want to file with your insurance provider, let the front desk know at the time of your appointment. **Note: You cannot change your billing option at a later time.**

IMPORTANT: Your **insurance provider may determine** some, or all the **charges** incurred, **are not covered** by your policy or should be applied to your deductible. These charges will then be the responsibility of the patient.

REFERENCE LAB BILLING

As part of your care, certain laboratory tests may be needed. These tests are sent to an independent reference lab that is not part of our clinic. While we help collect and send the samples, the lab performs the testing and **bills you separately.**

Please note that all laboratory charges are determined and billed directly by the reference lab, not by our clinic. These charges are not included in your visit or service fees with us.

If you have questions about lab costs, we recommend contacting the reference laboratories directly:

Quest Diagnostics: 1-800-759-2789 / Northwest Arkansas Pathology: 1-479-442-0144, ext 100

SELF-PAY BILLING

Patients who do not have insurance, or choose not to file with insurance, will receive a self-pay discount. **Note: You cannot change your billing option at a later time.**

PAYMENT OPTIONS

The health center accepts payment by Apple Pay, Google Pay, VISA, MasterCard, American Express, and Discover.

Students: Charges may be applied to your UA Treasurer's account. Remaining balances after your visit and/or filing with insurance will be invoiced through Workday. *To protect patient privacy, the charge description on your Treasurer's account will state "UAF - On Campus Services," with a transaction date that is not necessarily the date services are rendered.*

Faculty/Staff: Remaining balances after your visit and/or filing with insurance **will be invoiced through Workday.** For privacy purposes, the charge description will state "Pat Walker Health Center invoice".

Please read carefully and sign the back of this page. When you are finished, please provide your signed Billing / Charges Policy to the front desk.

For more information: stop by the PWHC first floor check-in desk or call 479-575-4451, ext. 6.