

EFFECTIVE JANUARY 1, 2024



DERMWELLESLEY

Thank you for choosing DermWellesley, LLC for all of your dermatology needs. While we are a top tier medical practice committed to providing you with exceptional care, we are also a small business with ever increasing staffing, supply, and overhead costs. We have found over the past year that more patients are not paying their bills and/or not coming to their scheduled appointments which, in turn, is hurting our business.

In an effort to streamline our payment collection process and minimize your hassle, **DermWellesley will require patients to keep an active credit card on file effective immediately.**

For your convenience, your credit card on file can be used to pay your co-payment at the time of your visit. It can also be used to pay any outstanding visit balances (see below), purchase retail, place deposits, or pay for in-office cosmetic services.

Your credit card on file will be charged for any remaining balance as determined by your insurance carrier to be “patient responsibility” and will be charged automatically if you fail to pay your bill after 60 days. **If we do not receive payment before 60 days, we will charge your card. SEE FAQs below.**

Please note, a **NO SHOW or LATE CANCEL fee will be charged to your card immediately if we have not been notified of your cancellation within 24 business hours of your appointment (see our full NO SHOW/LATE CANCEL policy below and on our website).

CREDIT CARD ON FILE FAQs

Q: How will the credit card on file process work:

A: Your credit card will be entered into our payment processing system directly and stored securely. Keeping your card on file in an encrypted payment portal enhances security and reduces your face-to-face and touchpad contact time while in our office. We value your privacy and will keep your payment information stored securely in accordance with HIPAA guidelines.

Your co-payment will be charged to your card at the time of your visit with your permission.

After your visit, you will receive an explanation of benefits (EOB) from your insurance carrier that explains exactly, according to your health insurance coverage and benefits, how much of your healthcare bill is your responsibility and how much the insurance company has paid along with any contractual adjustments.

As before, you can pay your bill however you would like (by check, credit card, on our patient portal, or by phone). If more convenient for you, we can also run your credit card on file to pay your balance. Just let us know.

**** PLEASE NOTE- If we do not receive payment before 60 days, we will charge your card.** Your credit card on file will be charged for any remaining balance as determined by your insurance carrier to be “patient responsibility” and will be charged automatically if you fail to pay your bill after 60 days.

Q: What if I need to dispute my bill?

A: We will always work with you to resolve any issues and will refund you if we have made a billing error. We will only charge the amount that we are instructed to by your insurance carrier to collect from you in the same way that we normally determine how much to send you a statement for in the mail. If you disagree with how your insurance carrier processed the claim, please contact their customer service department directly.

Q: Will I receive a statement or receipt for the charges billed to my card?

A: Not automatically. Your insurance carrier EOB and your credit card statement will be your receipt. You can, of course, at any time contact us to have an itemized statement emailed to you.



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CONSENT FOR CREDIT CARD ON FILE

By signing below, I agree to all of DermWellesley, LLC's Credit Card on File Policy (as outlined) and I authorize DermWellesley, LLC to keep my credit card number securely directly stored in the payment processing system.

I allow DermWellesley to automatically charge my credit card for any outstanding balances as outlined above. These may include: Insurance denials for any reason; missed or cancelled appointments; outstanding deductibles; co-insurances; partially paid claims. I authorize DermWellesley to keep my signature on file.

If the credit card I give today changes, expires, or is declined, I will give DermWellesley a new, valid credit card. I understand that I am responsible for payment for all medical services provided to me. I understand that this form is valid until I give a 30-day written notice to cancel the authorization to DermWellesley, LLC. Written notice must be submitted to our office. I certify that I am an authorized user of this credit card and that I will not dispute the payment with my credit card company so long as the transaction corresponds to the terms indicated on this form.

Patient Name (print)

Cardholder Signature

Date



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UPDATED January 2024

Cancellation, Late Cancellation, No-Show & Payment Policy

Our goal at DermWellesley is to provide you, our patient, with exceptional, personalized care in a timely fashion. This means that we do not double book our appointment slots and (almost always!) have short wait times. We block your appointment to allow you to have the highest quality, individualized time with our clinicians. It takes office staff time, resources, and supplies to prep for your appointment and, if you do not show, your clinician does not have the opportunity to see another patient during that slot. Because of this, and because of our ever-increasing operational costs, we are enforcing a strict cancellation/ no show policy. Previously, we had been quite lenient with this policy, but unfortunately, due to a recent dramatic uptick in these numbers, our small, privately owned practice now needs to be firm in enforcing these guidelines. We ask that you respect this policy, our office staff, and our time.

As a courtesy, and to help patients remember their appointments, our office makes every attempt to contact you to confirm. However, it is ultimately YOUR responsibility to make your appointment even if we are unable to reach you. Please also note that cosmetic/aesthetic appointments are NOT scheduled in Epic (we use separate cosmetic software) and therefore your appointment will not show up within Patient Gateway. You should receive separate confirmation regarding your cosmetic appointment.

We understand conflicts arise. If you are unable to keep your appointment time, we kindly request **24 business hours** of notice **to cancel or reschedule your appointment**. If for any reason you fail to cancel/ reschedule with at least 24 hours notice, you will be charged:

\$75 dollars for a missed medical appointment or appointment with our esthetician

\$150 dollars for a missed cosmetic or aesthetic appointment (or the cost of your aesthetic appointment if under \$150)

\$200 dollars for a missed surgical or Mohs appointment

These fees are not reimbursable and will be charged immediately to your credit card on file (see CCOF policy). After three no-shows/late cancellations, DermWellesley may decide to terminate their relationship with you or may require a deposit prior to rebooking. For cosmetic patients that require longer blocks of time and require more preparatory time for our staff we will require a deposit:

\$150.00 for Filler and Aerolase laser appointments

\$250.00 deposit to schedule Vivace, Fraxel and PRP

\$500.00 deposit to schedule miraDry, softwave, blepharoplasty, and CO2 laser

This deposit will be applied towards your treatment on the day of service. **If you have a scheduling conflict, we ask that you give at least 24 hours notice or you will forfeit your deposit.** Deposits and no-show fees are subject to change. We appreciate your understanding and compliance with our policy.