



## Written Financial Policy

Welcome and thank you for choosing The Woman's Care Center. We are a privately owned business partnered with Vital Medical Billing to handle our billing. We are committed to providing you with the highest quality medical care possible in a cost-effective manner. Our personal fees have been determined through careful consideration in addition to being reasonable and customary within our geographical area. Our billing team is happy to discuss with you and can answer any questions you may have concerning a bill. You can reach them at 706-413-8100.

Payments are due in full at the time services are rendered. As a courtesy to our patients, we accept cash, personal check, Care Credit, and all major credit cards.

### THINGS TO BRING WITH YOU TO EACH APPOINTMENT:

- Health Insurance Card(s)
- Driver's License or Valid Identification Card
- Method of Payment

### APPOINTMENTS

Please arrive for your appointment at least 15 minutes early. The latest we ask that you arrive is the appointment time given at the time of scheduling. We are unable to allow any grace period as each day moves along differently. If you arrive late to your scheduled appointment, it is at the providers discretion as to whether you can be worked back into the schedule or will need to reschedule.

It is your responsibility to verify that the physician is currently in network with your insurance plan and that you have obtained all necessary referrals BEFORE your scheduled appointment. Failure to do so may result in your responsibility for ALL charges.

Annual examinations are paid for by insurance once every 366 days. It is your responsibility to notify our office if an annual examination was performed at another facility in the last 12 months. Failure to do so will result in your responsibility for ALL charges.

Please inform the receptionist of any demographic changes such as phone numbers, address, insurance carrier, and any other important information. Failure to notify us immediately of these changes may result in you being responsible for payment of any services not covered by your insurance carrier.

### PAYMENTS AND FEES:

All co-pays, co-insurance, deductible payments and self-pay payments are due at time services are rendered. Payments must be made at the time of check in. If you receive more than one type of service on the same day, you may be responsible for more than one co-payment. Failure to produce payment at check in will result in your appointment being rescheduled.

It is your responsibility to familiarize yourself with your insurance policy so that you are aware of what is expected to be paid at each visit. Deductibles are checked prior to your visit and payment amounts are calculated based on information provided on that day.

At this time, we are unable to offer payment plans for our gynecology patients. Payments can be made along the way; however, services will not be done until full payment is completed.

There will be a fee of \$50.00 for any returned checks to our office.

All balances are due prior to any further services provided by our office. Failure to pay balances may result in a discharge from the practice.

#### **ADDITIONAL PAYMENTS AND FEES:**

Patient paperwork completed by the practice will result in an administrative fee of \$20.00. This fee must be paid before the paperwork is faxed or picked up.

Any printed medical records are charged according to the following fees provided by The Georgia Department of Community Health. Payment is due at the time of obtaining medical records.

Search, retrieval, and other up to \$25.88

Per page for pages 1-20: \$0.97

Per page for pages 21-100: \$0.83

Per page for pages 100+: \$0.66

#### **IN NETWORK VS OUT OF NETWORK INSURANCE:**

Your insurance coverage benefits are a contract between you and your insurance company, and therefore all disputes must be handled between you and your insurance company.

We are contracted with multiple insurers to accept assignment of benefits.

At the time of booking appointments, please notify the receptionist of all insurance providers you have and the correct coordination of benefits.

All private/commercial insurance policies have a yearly deductible. Please familiarize yourself with your insurance policy and deductible so that you know what to expect when visiting the doctor.

If you have insurance coverage under a plan with which we do not have a contract, you may be treated as a self-pay patient.

We offer a reasonable discount for our cash paying patients. We will give you an estimate of what will be due at the time of service and payment for services is due at the time of service.

#### **LAB/HOSPITAL CHARGES:**

Dr. Marisol San Inocencio has privileges at Atrium Health Navicent Baldwin. All surgeries performed by Dr. Marisol San Inocencio will be held at that hospital. Any service(s) provided by the physician at this hospital may result in a patient

balance. This bill does not reflect a balance in relation with The Woman's Care Center. Any dispute of the balance should be handled with the hospital and/or your insurance company. It is not the responsibility of our practice.

Any surgery performed by our physician is prior authorized through insurance prior to the date of surgery. It is advised that you contact your insurance prior to a surgery to confirm which procedures your insurance will and will not cover at the facilities and to request an Explanation of Benefits from your insurance carrier.

The Woman's Care Center is partnered with Arbor Labs to facilitate any and all labs collect at the practice. Labs are paid for by your insurance carrier. Lab balances are collected through Arbor Labs and any disputes should be handled through Arbor Labs and/or your insurance carrier. It is not the responsibility of our practice.

#### REFUNDS:

Refunds are issued to the appropriate party and will be processed approximately 30-90 days for the date of the established request.

Patient refunds will be not process until all active or past due charges are paid in full. Refunds less than \$50.00 will not be issued, unless requested, and will be credited to your account at our practice.

It is your responsibility to inquire about any potential credit/refund within our practice. For an inquiry you can call Vital Medical Billing at 706-413-8100. A request will be submitted to our CFO and processed within 30-90 days. All refunds are given via check and must be picked up within 10 business days of date written. Refunds can be mailed if patient wishes, however, the practice is not responsible for any lost or stolen mail.

Updated: 06/11/2025

[www.thewomanscarecenter.com](http://www.thewomanscarecenter.com)

1001 FERNWOOD DRIVE • MILLEDGEVILLE, GEORGIA • 31061 • TELEPHONE (478)453-8100 • FAX (478) 453-4475