

## Gary L. Cesar, D.P.M., P.C.

Welcome to our office! We would like to take the opportunity to explain our office policies to you. You may request a copy of this letter in the event that you should have any questions in the future.

1. The physician seeing patients in this office is Dr. Gary L. Cesar.
2. We care about all of our patients. We are sensitive to the fact that there may be times that you will not get in to see the doctor at your scheduled time. Sometimes the doctor is delayed. A 45-minute wait is not unreasonable when seeing a specialist. If you feel you cannot wait, please notify the receptionist and your appointment can be re-scheduled.
3. We will only bill office visit charges to insurance carries with which we participate. Otherwise, payment is expected at the time services are rendered. We will provide you with an itemized receipt so that you may send it to your insurance company. Parents who send their children to the office should send payment with their child. A **written consent for medical treatment must** accompany child under 18 years of age.
4. We will bill your insurance company for surgical procedures done in the office as long as adequate insurance information is provided. Always offer your insurance card to the receptionist and please notify us of any changes in insurance, or address, so that we may better serve you.
5. Because of the constantly changing health insurance industry, it is **your** responsibility to understand your financial responsibility. Make sure you are informed as to the co-payment and/or deductible amounts that your insurance policy requires and are prepared to pay for it at the time of your visit.
6. A primary care physician **must** refer patients that have Aetna -Chickering Insurance for MSU students, or any other commercial insurance that may require pre authorization. Remember that we are a specialty provider and it is the **patient's responsibility** to know if their insurance policy requires a referral PRIOR to the visit. Any visits denied with insurance companies for lack of referral will be billed to the patient.
7. The doctor will inform you of cosmetic procedures. Insurance companies **will not** pay for medically unnecessary procedures. If you choose to have these procedures done, payment will be expected before you leave the office.

Thank you for your cooperation. If you have any questions regarding these policies, any of the office staff will be happy to explain matters further.

I have read and understand the above information.

Patient's Name: \_\_\_\_\_ Date: \_\_\_\_\_