



November 1, 2013

As you may know, rising healthcare expenses and out-of-pocket costs have resulted in a dramatic increase in delinquencies and write-offs across the healthcare industry. This is especially true in small practices and is currently impacting our practice.

Due to these issues and the state of our practice, The Medical Group of Kankakee County will implement the following payment policies effective immediately:

- All co-payments will be collected as you check in for your appointment. Co-pays must be paid at each visit, as required by your insurance company. If the co-pay is not paid at the time of service, you will be assessed a \$5.00 processing fee.
- Account balances are expected to be paid in a timely manner. All outstanding balances are subject to a \$25 per month finance charge.
- Cash, credit cards, or checks are accepted.
- Payment plans are available by contacting our Billing Office.

If these payment policies are not met, you and your family members may be denied an appointment or possible dismissal from the practice.

Providing healthcare services requires us to follow certain standards of practice, which are provided to you based on a relationship of mutual trust and understanding. This patient/physician relationship also requires certain standards of practice from you, as it is your responsibility to meet your financial obligations.