



Summary of Payment and Billing Policies

General

- ✓ Please be sure to bring your insurance, Medicaid, or Medicare card with you to each visit.
- ✓ NOTCH will request payment of all copayments and charges not covered by a third party at the time of your visit.
- ✓ Self-pay patients not eligible for sliding fee discount will be afforded 20% prompt pay discount when full payment is received at the time of visit.

Sliding Fee Discounts

- ✓ Sliding fee discounts apply only to services provided by NOTCH. It is your responsibility to renew your application annually.
- ✓ The sliding fee is *not insurance* and will not pay for services provided by other doctors, labs, or hospitals. You will need to make arrangements with these organizations directly.

Unpaid Balances

- ✓ For balances not paid at the time of the visit, you will be given a pre-addressed envelope in which to mail payment at your earliest convenience.
- ✓ You will receive a monthly billing statement from us until your balance is paid in full.
- ✓ Payment plans are available for those unable to make payment in full. If you would like to set up a payment plan, please speak with a representative in the Billing Office at (802) 255-5580.
- ✓ We understand that many patients face financial pressures that prevent them from being able to pay their balance in full. We are willing to accommodate individual situations as long as you:
 - Are forthright and honest about your situation
 - Remain in contact with us about your account and comply with payment plans
 - Complete paperwork and follow up with the clinic in a timely manner
 - Stay current with payment plans
- ✓ In the event that your account balance remains outstanding for more than 180 days and you have not met these criteria, you will receive a letter that states that you will no longer be able to access care at NOTCH.
- ✓ Once your balance has been paid in full, you may then re-access care through the next available new patient appointment.