

STEFAN KLEIN, M.D.
ORTHOPAEDIC AND HAND SURGEON
Board Certified in Orthopaedic Surgery
Certificate of Added Qualification in Hand Surgery
1505 Soquel Drive, Suite 10
Santa Cruz, CA 95065
(831)462-4801
(831)462-4756 fax

POLICY REGARDING PATIENT BALANCES

CO-PAYMENTS

It is the policy of this medical practice to collect all patient responsible amounts due at the time of visit. If your insurance company has an office co-pay amount, please be prepared to make it upon your arrival/check-in.

SELF PAY

If you are paying for today's services, we will need to collect a \$200.00 deposit at check-in at the clinic. This can be cash, credit card or cashiers check. We will then hold that deposit up front during medical treatment, after which time you are to return to the front and the actual charged will be calculated. We can then do full settlement of your billing.

NON-PREFERRED PROVIDER INSURANCE PATIENTS - PPO:

Aetna / United Health Care / Health Net / Cigna / "Anything" Life & Health / Palo Alto Med. Fd / Central Coast Alliance / Covered California

If Dr. Klein is NOT a preferred provider with your insurance, you can usually be seen, but with reduced benefit coverage. However, please be advised that YOU MAY RECEIVE THE CHECKS FROM THE INSURANCE COMPANY THAT ARE FOR THE DOCTOR'S SERVICES. These checks can be signed on the back (endorsed) by the insured and sent to our office. If you do not do this, you must then send us your check to pay the doctor's services.

BALANCES

All balances are due after we have received the payment from your insurance carrier. If you cannot pay in full please contact our billing department to make arrangements. If we do not hear from you, we will be requesting this amount at your next visit.

Please SIGN AND RETURN this to the receptionist with you initial patient questionnaire.

Sign

Date

Thank you for your cooperation and assistance in this matter.