

## Payment Policy

### Payments

Payment is due at the time of service. Co-pays cannot be waived. We accept cash, checks, bank cards, money orders, MasterCard, Visa, and Discover.

### Insurance

We will submit claims to most major insurance carriers including Medicare and Virginia Medicaid. Please bring your insurance card with you to every visit so that we can ensure that our records are accurate.

If your insurance requires a referral or prior-authorization for you to be seen at Tri-Area Community Health, it is your responsibility to obtain prior to your visit. If not obtained, you will be responsible for the charges.

Specific questions regarding insurance coverage should be addressed by your carrier, or our business office may be able to assist you.

## No Show Policy

To ensure that each patient is given the proper amount of time allotted for their visit and to provide the highest quality care, it is very important for each scheduled patient to attend their visit on time. If it is necessary for you to reschedule or cancel your appointment, please call us at least 24 hours prior to your scheduled appointment.

If you arrive after your scheduled appointment, you may be asked to reschedule your appointment, in order to accommodate patients that have arrived on time.

**Patients with repeated no shows and last minute cancellations will be placed on an alternative appointment scheduling program. If placed on the alternative appointment scheduling program, patients may only schedule "same day" appointments as available and will not be allowed to pre-schedule appointments.**

## Tobacco/Vape Free Facility

Any use of any form of tobacco product, including any variation of e-cigarette or vape device, is strictly prohibited in any indoor or outdoor area of this organization, including personal vehicles on all grounds managed by the organization.