

**NEW PATIENT INSURANCE & FINANCIAL RESPONSIBILITY NOTICE**

Welcome to Wellness Partners Mental Health. Please review the following important information about insurance and billing for your care.

**1) CALL YOUR INSURANCE BEFORE YOUR FIRST VISIT**

You must contact your health insurance plan to:

- Confirm that your plan is active and that our clinicians are in-network.
- Verify your coverage for mental/behavioral health services.
- Learn your copayment, coinsurance, and annual deductible amounts.

**Important:** Many patients are unaware that their plan may include an **annual deductible**. Until your deductible is met, you may be responsible for the full contracted amount for services.

**2) COURTESY ESTIMATES — NOT A GUARANTEE**

Any benefits or cost estimates provided by our staff are a courtesy and are not a guarantee of coverage or payment. Your insurance plan makes the final determination after your claim is processed.

**3) IF COVERAGE IS INACTIVE ON THE DATE OF SERVICE**

If it is determined that you were not actively covered by your health insurance on the date services were provided, you will be responsible for all fees associated with those services.

**4) ELECTRONIC STATEMENTS ONLY**

Statements are sent electronically. We do not issue paper statements. Please ensure we have your current email address on file and check your inbox (and spam/junk folder) monthly.

**5) NOTIFY US OF INSURANCE CHANGES IMMEDIATELY**

You must inform us right away of any changes to your insurance (new plan, ID number, primary insured, employer, etc.). Delays in notification may result in denied claims, for which you are responsible.

**6) YOUR FINANCIAL RESPONSIBILITY**

You are ultimately responsible for all fees related to your treatment and visits, including but not limited to copayments, coinsurance, deductibles, non-covered services, late cancellation/no-show fees/taxes (if applicable), and balances not paid by insurance.

**QUESTIONS?**

If you have questions about your benefits or billing, please contact your insurance plan directly. You may also reach our office for general billing questions.