# Billing Policy and Procedures

All copayments, coinsurance and deductibles are due at the time of service. If you would like to add a credit card on file to be charged for any future appointments, please ask a Front Desk Representative about our Consent to Charge form.

All patients have the option to view/pay your balance online using your patient portal.

Gladstone only bills the Primary insurance company. The billing of Secondary insurance will be the patient's responsibility.

Any insurance changes must be updated before/at the time of the scheduled appointment or the patient will be held responsible for a self-pay rate cost for said appointment.

If we are unable to verify insurance information before/at the time of the scheduled appointment the patient will be considered a self-pay patient until insurance information is updated. Once the insurance is updated any future appointments will be eligible to bill their current insurance.

All self-pay patients must make a payment one hour before their appointment, if a payment is not received before their appointment, their appointment will be rescheduled for non-payment.

All Patients with a balance will have to contact the office to make a payment or establish a payment plan before being seen. (**If you are already scheduled and unable to make a payment before your scheduled appointment, any future appointments will not be scheduled until a payment is made.**)

Payment plans are only for any outstanding balances owed and it is to be paid in addition to any future charges.

Adolescent appointments require a credit card consent form on file to be charged after the appointment if a Guardian is not present at the time of the appointment.

All patients having a balance will be sent out a monthly statement.

Any patient that has not been seen at Gladstone in the past 6 months and still has a remaining balance, will be sent 3 statements along with a letter notifying them that their account will be turned over to a collection agency if a payment has not been made.