

FREQUENTLY ASKED QUESTIONS

Will this replace the financial waiver that self-pay patients sign?

No, patients who are self-pay must still sign a financial waiver if they are uninsured or if we are unable to verify their insurance at the time of service. ABNs are also supposed to be signed if the patient has Medicare as their insurance carrier.

When should this be signed by the patient? And how often?

The patient financial agreement must be signed during the check-in process or the patient must present a signed original if they pre-register. This document should be signed annually by each patient.

Who should sign this document?

All new **and** existing patients should sign the patient financial agreement.

Will this form be posted on the website so patients can pre-register?

Yes, this form will be posted on the website. I highly recommend that all new patients pre-register to expedite their first visit with us. The form will be on [ArchHealth.org](https://www.archhealth.org). On the left navigation, bar select "Patient Forms," and the form will be listed, along with the other pre-registration documents.

How do we know if this has been signed by the patient?

NextGen EPM displays a box to indicate when the patient last signed the patient financial agreement and patient profile. You can also view these scanned documents in ICS. **Note:** A job aid will be available for all employees to walk them through the patient financial agreement and patient profile signing/documenting process.

What if a patient doesn't want to sign the agreement?

We do not turn away patients; however, it will be the policy of AHMG to enforce the items in this agreement even if the patient does not sign. You must also document in NextGen that patient did not sign and the date.

What if a patient fails to make a co-pay at the time of service?

The agreement specifies there will be a \$20 fee if a co-pay is not made at the time of service. I've been trending this data since January and have developed a way to know 1. Who is/isn't collecting co-pays and 2. Which patients are regularly not paying co-pays. Further, we are contractually obligated to accept co-pays. Billing co-pays should be minimal as the cost to bill is almost equitable to the co-pay amount in some cases.

What if a patient misses an appointment and doesn't give 24hr notice to free up the scheduling slot?

Some physicians within AHMG have individual policies that state, "if a patient misses 3 appointments, I will dis-enroll them from my practice." While this works for some physicians, it does not work for all. I've been trending data on frequent fliers, and those patients will be the primary focus after this is implemented.

What is the process of charging these fees in NextGen?

A job aid is available on the z:drive and will be sent via email on how to charge the fees.

Who is responsible for charging these fees in NextGen when these penalties occur?

Operational Leads, Supervisors, and Managers will be able to charge the "missed appointment" and "failure to pay co payment" fees based on number/frequency of infractions. Leads, Supervisors, and Managers must use their discretion based on practice trends and NextGen documentation.

Will the Leads/Supervisors/Managers have parameters in place for missed appointment charges?

Yes.
Example: If a patient misses 2 appointments at an Arch Health Medical Group office (even if it's not with the same provider), a fee shall be charged for the 3rd missed appointment within a 12 month time frame.

Example: If a patient does not pay 2 co-payments at the time of service, a fee shall be charged for the 3rd missed co-payment within a 12 month time frame.

What if a patient wants a copy of their signed agreement?

You will provide the patient with a copy. You keep the original and provide the patient with a Xerox copy.