



To our valued patients:

We are excited to announce that Sage Integrative Medicine Clinic will be implementing a **new billing process** in the beginning of **September 2020**.

- \* Statements will be run every month and they will be mailed out by the 15<sup>th</sup> of each month. Payment will be due upon receipt.
- \* Any co-pays or payments made, even at the time of service, will automatically be applied to the oldest outstanding balance due on your account. This will insure the account stay as current as possible.
- \* We will no longer be writing off any owed balances for “out of network” benefits. In the past, as a courtesy, if our providers were not contracted (out of network with your insurance carrier), we were writing off these amounts as if we were contracted. Please know that if we are not contracted with your insurance, you may have a greater out of pocket cost with us.
- \* If you have a large balance that is past due, we are happy to set up a payment plan with you that can be satisfied within a 3 to 6 month time frame. Our billing manager will set this up with you and we will require to keep a card on file for you that can be billed monthly. With a past due account, if you need longer to pay it off, we have partnered with an outside company that can assist you.
- \* Effective January 2021, we will also be implementing a late fee charge of \$15.00 per month for every 30 days your account is past due. Once the account has reached 90 days past due, it will be sent out to our collections company.

Sage Integrative Medicine Clinic is always exploring new ways to improve and give our patients the most reliable and affordable services possible. We apologize for any inconvenience this new process causes our patients. We appreciate your cooperation, patience and understanding during this transition period.

Please do not hesitate to contact us with any questions or concerns.  
We look forward to caring for you.

**Sage Integrative Medicine Clinic Team!**