

## **Patient Billing and Appointment Policy**

**Dear Patient,**

**At Tucson Dermatology, our top priority is to meet and exceed your expectations during your visit. We strive to deliver the highest quality of care and service to ensure your satisfaction.**

### **Important Billing Information**

**The financial relationship between the patient, physician, and insurance carrier can sometimes be complex. We aim to make this process as clear and manageable as possible for you.**

**During your office visit, our physicians are dedicated to addressing all of your dermatological needs. This may occasionally involve additional procedures beyond a standard office visit. Below, we clarify some common billing questions:**

- **Insurance and Billing:** Both the patient and Tucson Dermatology have separate contracts with the insurance provider, allowing us to work together. During your visit, any office visits and additional procedures are documented using standardized codes required by law.
- **Additional Charges:** If there are charges beyond the regular office visit fee, these are for additional procedures that fall outside the scope of a typical visit and must be billed separately.
- **Understanding Your Bill:** The "Allowable Amount" on your bill is the agreed-upon rate between Tucson Dermatology and your insurance company for the services provided. The "Charged" amount shown does not impact the contracted allowable amount. Please focus on the "Amount Due," which reflects your responsibility based on your insurance coverage.
- **Rates and Patient Responsibility:** All rates are set by your insurer and are pre-determined by your insurance contract. Your financial responsibility includes any copayments, deductibles, and/or coinsurance, as defined by your policy for covered services. Tucson Dermatology is bound by our agreement with your insurer, and we cannot waive or write off patient-owed balances.

**Example of an Explanation of Benefits (EOB):**

**TUCSON**  
**Dermatology**  
Dermatology, Mohs Surgery, & Cosmetics

**Tucson Dermatology Charge Insurance Allowable Adjustment Remaining Balance**

**\$100.00**

**\$60.00**

**\$40.00**

**\$60.00**

**Refer to This Amount:**

**Your responsibility for the “Remaining Balance” depends on your specific insurance policy and includes applicable copayments, deductibles, and/or coinsurance.**

**Missed Appointments**

**Please be aware that a \$50 fee will be applied to any appointments missed without at least 24 hours' notification. This fee is not covered by insurance and will be your responsibility.**

**Lab Charges**

**If tissue is removed during your visit, it will be sent to a pathologist for analysis. The pathologist operates independently of Tucson Dermatology and will bill your insurance directly for their services. Any patient responsibility will be communicated to you separately by the pathologist's office.**

**If you have any questions regarding your bill or the information provided, please contact our billing department at (520) 886-4199.**

**Thank you for choosing Tucson Dermatology for your dermatological care.**

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