



BLUE RIDGE
Cardiovascular Associates

Zia Roshandel, M.D., F.A.C.C.

Dear Patient of Blue Ridge Cardiovascular Associates:

Given the current economic climate of healthcare, our Practice has been forced to make several changes to our Patient Policies. I would like to take this time to advise you of those changes, which will take effect, immediately. They are as follows:

- ❖ Please arrive fifteen to thirty minutes prior to your appointment time to complete your registration process. If you need to update paperwork, please arrive at least thirty minutes prior to your appointment time. If you are more than fifteen minutes late for your appointment, you may be asked to reschedule your appointment.
- ❖ You will be required to present a photo identification and all current insurance cards at **each and every** visit to our office.
- ❖ You will be required to update your patient demographic paperwork **every year**, regardless if your information has not changed. We will be happy to assist you with the paperwork, if you should have any questions or need help completing it.
- ❖ **You will be required to pay any copayment, deductible, coinsurance and balance owed on your account at each and every visit.** If you have not made arrangements with our Billing Department, prior to your visit, you will be asked to reschedule your appointment.
- ❖ Patient statements will now be mailed to you every fifteen days. If you have not paid your balance owed to us by the tenth day after the third statement is due, your account will be placed with our Collection Agency, The Full Cry Group. At that time, your account will be assessed a 31% fee on the balance owed, for which you are responsible to pay, along with the balance owed on your account.
- ❖ If you have made arrangements with our Billing Department for a payment plan, you will be required to make your installment payment every month. In the event that you miss one payment, your account will be placed with our Collection Agency, The Full Cry Group. At that time, your account will be assessed a 31% fee on the balance owed, for which you are responsible to pay, along with the balance owed on your account.
- ❖ We will continue to require a 24-hour notice to cancel or reschedule the appointment that has been reserved for you. If you do not provide a 24-hour notice, you may be charged a fee of \$50 for an office visit appointment and \$100 for any testing procedure visit such as an Echocardiogram or Stress Test. Regrettably, we have been forced to institute this policy due to a large volume of last-minute cancellations and “no-shows.” These fees are not reimbursable by your insurance company.
- ❖ We will continue to charge a Late Fee of \$50 per day for any Holter Monitor that is not returned on time.

Thank you for placing your trust with us to manage your cardiovascular health. We know that you have many options available to you for your care and appreciate your continued patronage to our Practice. If you should have any questions or concerns regarding any of our Patient Policy changes, please do not hesitate to contact our office at 540.829.4374.

With warm regards,

Kathleen A. Acee
Practice Administrator