



Randy Proffitt, MD, FACS

Board Certified Plastic Surgeon

Cosmetic and Reconstructive Surgery of Face, Breast & Body

6317 Piccadilly Square Drive
Mobile, Alabama 36609
(251) 344-0322
Fax: (251) 344-0395
Website: www.drproffitt.com
Email: info@drproffitt.com

Office Policies

In an effort to provide quality care to our patients, we feel it is important to make you aware of our office policies. Knowing this information can help avoid potential problems down the road and facilitate a positive relationship.

Appointments

We try very hard to run on schedule so please call if you are running late. If you are unable to make a scheduled appointment, please call as soon as possible as we always have a wait list for cancelled appointments.

Insurance: Coverage and Your Responsibilities

Because there are many insurance companies with multiple plans, it is the patient's responsibility to verify what your insurance plan covers prior to scheduling an appointment. When you schedule an appointment with our office please be ready with your insurance information. With your insurance information our insurance clerk will verify your benefits and be able to provide you with an estimation of what you will owe at the time of your appointment. You are expected to pay in full at the time of service for any portion of the bill not covered by insurance (example; co-payment, deductible and non-covered services). Payment can be made by cash or credit card.

It is the patient's responsibility to verify with your insurance company whether you will need a referral for your appointment. Failure to have a required referral at the time of the appointment will result in cancellation or rescheduling of your appointment.

Due to policies set forth by the insurance companies, we as specialists cannot give referrals to other doctors. It is your responsibility to work with your primary care physician for referrals to other specialists.



MEMBER OF THE AMERICAN SOCIETY
FOR AESTHETIC PLASTIC SURGERY

Diplomat: American Board of Plastic Surgery
Diplomat: American Board of Surgery
Fellow: American College of Surgeons

Member



AMERICAN SOCIETY OF
PLASTIC SURGEONS

Please understand that we code our services based upon the type of appointment, procedure, or surgery performed. Once insurance has been filed, we will not change any diagnosis or procedure code.

Payment

You are expected to pay your bill in a timely manner. We try our best to provide each patient with an estimation of what they will owe for their appointment, procedure, or surgery. Please be aware that this is a courtesy and only an estimation of what you may owe. While we do our best to be accurate there are times when after your insurance company has issued payment you may owe more than what was estimated. In some cases, you may be owed a refund. Refunds are issued by check at the end of each month.

Unpaid and delinquent accounts will be sent to a collection agency. We try to be flexible and understand that there are times of financial difficulty. If necessary, we are willing to discuss allowing you to pay with a reasonable payment plan for accounts owing \$250 or more.

Procedure/Surgery Patients

We will contact your insurance company regarding your out-of-pocket expenses based on your required surgery. We require that you pay the entirety of what you owe at your pre-operative appointment. The pre-op appointment is typically scheduled for one to two weeks prior to your surgery. We accept cash, Care Credit, credit cards, money orders, and cashiers' checks. Please be advised that we do not accept personal checks.

Please make arrangements to ensure that you are able to pay at the time of your pre-operative appointment. Failure to pay may result in the rescheduling of your surgery.

A no show/no call for a pre-operative appointment will result in the cancellation of your surgery and a \$100 no show fee.

FMLA, Disability, Return to work

If your employer requires FMLA/return to work forms or if you have a disability policy our office is happy to fill these forms out for you. As it is not part of your medical care and not covered by insurance, we do require a one-time fee of \$25.