



Clinic Policies

- **HOURS of OPERATION:**
Monday through Friday from 8:00am to 5:00pm. For urgent concerns outside of regular business hours, you can reach the on-call provider by dialing (253)939-3604. If you are having a severe medical emergency, dial 911 immediately.
- **IDENTIFICATION:**
Photo identification is required at every visit and every time you pick up prescriptions. We take your privacy and security seriously therefore, it is important that we properly identify our patients.
- **PAYMENT POLICY:**
Patient insurance will be billed if applicable. If you do not have insurance or do not have a current insurance card, cash payment must be made at the time of service. Monthly payments are required on any outstanding balances and arrangements can be made with our billing department.
- **INSURANCE and CO-PAYS:**
Patients need to present their insurance card at every visit in order to verify coverage and update your assigned primary care physician. Your insurance policy is a contract between you and your insurance carrier and not one AFMC has control of. It is the patient's responsibility to know and understand the benefits and requirements of their individual plan. **Co-pays are required at the time of service.**
If you are not prepared to pay your co-pay at the time of your appointment or you are without your insurance card you may be asked to reschedule your appointment.
- **L&I and SELF INSURED COMPANIES:**
For established patients, we accept Labor and Industry claims for employers with Washington State or self insured workers compensation coverage. It is imperative you know whether your company is state or self-insured. If you are unsure, ask your employer. Please provide the claim number if applicable.
- **MOTOR VEHICLE ACCIDENTS:**
For established patients, AFMC will bill personal injury protection insurance as a courtesy to you if the following insurance information is provided: name of insurance company, address, phone number and claim number. If this information is unavailable, payment for the service will be required at the time of your appointment. We will not bill your medical insurance or third party insurances.
- **NSF POLICY:**
A \$25.00 fee will be applied to any check returned as insufficient funds.
- **NO SHOW POLICY:**
Scheduled appointments must be canceled or rescheduled 24 hours in advance or a \$25.00 no show charge may apply.
- **DELINQUENT ACCOUNTS:**
If your account is delinquent you will receive a letter from the Patients Accounts notifying you that a payment is needed to clear your account. If a payment is not made on your account it may be transferred to a professional collection agency. Multiple collection accounts may result in termination of care.