



## **FINANCIAL POLICY**

Thank you for choosing our practice for your aesthetic needs. As you make your decision on surgical and non-surgical procedures, you may need information about the various payment options available. For that reason, our staff is readily available to meet with you and provide you with the specific information you desire. We accept all major credit cards (Visa, Master Card, Discover, and American Express), cashier's checks, or cash as methods of payment. Our office also works closely with Alphaeon Credit and Care Credit should you opt for financing. The specific plans we offer are noted on our website under **PATIENT FINANCING**.

Our practice is not affiliated with any insurance plans (including Medicare); therefore, all fees must be paid in full at the time of your pre-op appointment. If you are a surgical patient and are a candidate to have your surgery performed at Mercy Hospital in Folsom, their facility will bill your insurance carrier the appropriate hospital and anesthesia fees. In this case, you will need to have your insurance company reimburse you directly for our surgeons' fees that will be paid in full at your pre-operative appointment. You are responsible for full payment of your account. If your surgery is performed at our facility, insurance carriers do not typically reimburse any part of your procedure or associated fees. Please note, it is not often our surgeons perform surgery at the hospital.

Your initial consultation or appointment at our practice requires a deposit collected at the time you schedule. This deposit is applied to your surgery should you decide to move forward with scheduling your procedure. If you choose not to have surgery, the charge is the cost for the consultation. If you are a non-surgical patient of our aestheticians or nurse injectors, the fee will be applied towards the cost of your treatment. To receive a full refund for your consultation/treatment deposit, we require a 72-hour notice prior to your appointment. If you need to reschedule your consultation appointment, we require a 48-hour notice. If you do not show for your scheduled treatment or cancel without providing sufficient notice, your original deposit will be applied towards our surgeon's, our nurse's or aesthetician's time *and*

an additional deposit will be collected upon rescheduling-again to be applied towards your surgery, treatment, or product.

If you are a surgical patient, at the time of scheduling your surgery, 10% of your surgical costs or a minimum of \$2,000.00 (if your surgery is less than \$20,000) will be collected as a non-refundable deposit. The deposit will be applied towards your surgery costs. The balance will be collected at the time of your pre-operative appointment, scheduled no less than 2-weeks prior to your surgery and no more than 4-weeks. If you choose to cancel your surgery for any reason before your pre-operative appointment, (unless not cleared for surgery by your surgeon or an outside physician), this fee is non-refundable.

If you decide to cancel your surgery after your pre-operative appointment for any reason, (unless not cleared for surgery by your surgeon, or an outside physician) we will refund 50% of your payment (excluding the non-refundable deposit). If you cancel less than 7-days before surgery, the total surgery fee including the deposit is non-refundable (unless not cleared for surgery by your surgeon, or an outside Physician). Should your surgeon need to change the date of your surgery for any reason, you are entitled to a full refund (including your deposit) if you cannot reschedule.

**Surgery Rescheduling Fee:** In the event you need to reschedule your surgery a **\$2,000** NON-REFUNDABLE fee will be collected. We will reschedule your surgery one time only. Please note, if it is determined you are not healthy enough for surgery due to an illness, we will happily reschedule you when you feel better—no problem. To be transparent, this fee is put in place to urge patients to think about their obligations before scheduling their surgery—kids, family, work, vacation, etc.

**Surgery Change Fee:** Should you decide to cancel a portion of your surgery, we will refund your surgical fees minus **\$2,000** per procedure canceled.

**Nicotine Rescheduling Fee:** If you test positive for nicotine, your surgery will be canceled. An additional nicotine test will be given 45-days from your positive result (and must be negative) to reschedule. In addition, a **\$3,000** fee will be collected at the time of rescheduling. We will reschedule your surgery one time only.

If you fail your nicotine test the day of your surgery, your full payment is non-refundable, and you will no longer be a patient of our practice.

**Surgery Quotes:** You will receive a detailed quote for surgery at the time of your consultation. These fees do not include medications or labs needed for surgery. Operating room charges and anesthesia charges are estimates, based on our experience, of time spent in our facility before, during and after your procedure. If your procedure takes less time than planned, we do not refund any of these fees. If your procedure takes more time than planned, we do not charge you more for overages.

**Refund Policy:** To be clear and upfront with our patients, our surgeons want to clarify our practice policy on all refunds. The science and art of plastic surgery always involves the risk of complications. These complications, described to you in detail in your consent forms, occasionally result in a poor outcome. Although our surgeons have extensive experience in plastic surgery, they cannot guarantee that your surgery will have perfect results and meet your expectations. This can, and does occasionally occur, despite our best efforts and the procedure being completed in an appropriate manner. Due to this risk, NO REFUNDS will be offered if you suffer any complications, thus resulting in a poor outcome. Further, if additional treatments are necessary to address a complication or poor outcome, supplemental fees may be charged.

**Disability/FMLA Paperwork:** If Disability/FMLA paperwork is required to be completed by AASMC, a fee of \$40 will be collected to process. Paperwork is completed in the order it was received and typically takes 7-10 business days. Once ready, our office staff will notify you.

**Scheduling Non-Surgical Procedures:** After your consultation, a proposal will be provided to you. To schedule non-surgical treatments, the full cost of the treatment will be collected at the time of scheduling your appointment. To cancel or reschedule your treatment, we require 72 hours' notice. If not, a NON-REFUNDABLE FEE of \$500 will be collected to reschedule for a later date or if canceled, the cost will be deducted from the reimbursed amount.

**Purchasing of Packages:** Please note, **ALL** packages purchased are FINAL sale and NON-TRANSFERABLE. All packages are to be fully utilized within one year of the purchase date.

*The Open Payments database is a federal tool used to search payments made by drug and device companies to physicians and teaching hospitals. It can be found at <https://openpaymentsdata.cms.gov>*