



Mahala/Jeffrey Merkle MD Billing and Payment Policy

1. **Insurance.** We participate with most major insurance plans. Knowing what benefits your insurance plan provides for you is your responsibility. Please contact your insurance company with any questions. IF WE PARTICIPATE WITH YOUR INSURANCE CARRIER all services provided in our office (unless otherwise indicated) will be submitted to your insurance. All co-payments are due at time of service. Deductibles and coinsurance are your responsibility and will be billed to you by our office. When calling to confirm whether we are in network, you should ask for "Primary Care Partners" (not Mahala).
2. **Proof of Insurance.** All patients must complete our intake forms before seeing the IBCLC. It is your responsibility to verify that the office staff has the most current and correct information regarding your health insurance policy. Failure to provide current information may result in non-coverage for services provided, and the resulting charges will be your responsibility.
3. **Claims Submission.** We submit claims on behalf of our patients. Your explanation of benefits (EOB) will list services from Jeffrey Merkle, MD, or Primary Care Partners. Below is a sample of what your EOB will look like:

PRIMARY CARE PARTNERS LLC PO BOX 71450 PHILADELPHIA, PA 19176-1450		EZ Ways To Pay...	
		Online patient.ezmedinfo.com/pcpl	Automated Attendant 1-866-282-7702 (24 hours a day)
For Payments Please Call: 1-866-282-7803 For Billing Questions Please Call: 1-866-282-7702			
Account Number	Amount Due	Generation Date	Date Due
XXXXXX	\$62.49	04/16/2015	Upon Receipt
Account Summary			
Account Number: XXXXXX			
Payments in Last 30 Days: \$0.00			
Current Statement Balance: \$62.49			
Pending w/ Insurance: \$0.00			
Total Account Balance: \$62.49			
See Detail On Back			
Insurance Information			
PLEASE CONFIRM THAT INFORMATION IS CORRECT TO UPDATE GO TO: patient.ezmedinfo.com/pcpl			
NOTES & INFO			
New & Improved Online Experience			
Go Green patient.ezmedinfo.com/pcpl Pay Online Update Info Gain the power to pay your bill or update your information at your convenience 24 hours a day. This not only benefits the environment, it benefits you and your time!			
About Your Statement			
Our records indicate there is still an outstanding balance on this account. You may make a payment online. If you have insurance and your statement does not reflect your insurance information or that this claim has been filed please an online and			

4. A lactation consultation typically consists of an exam and a plan of care for **both mother and baby**. When mother and baby are both treated in one visit, both parties will be billed for the services. You may receive two separate EOBs for these services.
5. **Missed Appointments** or failure to cancel your appointment within 24 hours of your scheduled visit may result in a fee of \$50.00.

***I certify that I have read and understand the above policies.

_____ initials