



FINANCIAL POLICY

Effective Date: January 1, 2026

Practice Name: Advanced Wound Care Services LLC

Contact: billing@awc-services.com

Purpose: This policy explains the financial responsibilities of patients receiving wound care services from Advanced Wound Care Services LLC. Our goal is to ensure transparency and understanding regarding payment, billing, and refunds.

SECTIONS:

1. Your Responsibilities
2. Accepted Payment Methods
3. Billing & Statements
4. Late or Returned Payments
5. Refund Policy
6. Missed Appointment/Cancellation Policy
7. Payment Plans/Financial Assistance
8. Billing Questions

1. YOUR RESPONSIBILITIES

- **Payment at Time of Service** – Payment is expected at each visit unless other arrangements have been made.
- **Insurance** – If we are in-network with your insurance, we will bill them directly. You are responsible for co-pays, deductibles, and any portion not covered.
- **Out-of-Network or Self-Pay** – If we are not contracted with your insurance, you are responsible for all charges. Discounted cash-pay rates may be available.

2. ACCEPTED PAYMENT METHODS

- Direct Pay or Insurance Billing
- Accepted: Credit/debit, HSA/FSA cards, ACH bank transfer

3. BILLING & STATEMENTS

- You will receive a statement for any balance not covered by insurance.
- Balances are due within 30 days of the statement date unless a payment plan has been arranged.

4. LATE OR RETURNED PAYMENTS

- Late payments may result in service interruptions.
- Returned checks are subject to a service fee.

5. REFUND POLICY

- If services are prepaid but not rendered, a full refund will be issued.
- Refunds are processed promptly, typically within 7-10 business days.
- No refunds are provided for services already performed.

6. MISSED APPOINTMENTS / CANCELLATIONS

- Please notify Advanced Wound Care Services LLC at least 24 hours in advance if you need to cancel or reschedule.
- Late cancellations or no-shows may incur a fee, outlined at the time of scheduling.
- Repeat missed appointments may affect your ability to schedule future services.

7. PAYMENT PLANS / FINANCIAL ASSISTANCE

- Advanced Wound Care Services LLC may offer payment plan options on a case-by-case basis.
- Patients with financial hardship should discuss options with the billing office prior to services.

8. BILLING QUESTIONS

- Patients are encouraged to ask questions regarding fees, payment policies, or superbill details.
- Contact Advanced Wound Care Services LLC's Billing Office at billing@awc-services.com

ACKNOWLEDGMENT

I acknowledge that I have read, understand, and agree to the Advanced Wound Care Services LLC's Financial Policy.

Patient Name (Printed):

Signature: _____ Date: _____