



## **Financial Policy Notice**

Thank you for choosing Denver Plastic Surgery and Liposuction, LLC for your health care. To achieve our goal of providing and maintaining a good physician-patient relationship, we believe it is important to have solid financial policies in place. We also believe that these policies will allow us to provide our patients with high quality, cost-effective care. We ask that you carefully read and sign the following Denver Plastic Surgery and Liposuction, LLC Financial Policy prior to your treatment.

- Upon arrival, please sign in at the front desk and present your current health insurance card as well as your driver's license or another acceptable form of government issue photo identification. You may be asked to present both items at each visit for proper identification.
- You are not required to have your insurance information on file with Denver Plastic Surgery and Liposuction, LLC as all procedures are elective or aesthetic and we do not accept insurance coverage for procedures or file insurance claims on your behalf. However, we do recommend placing it on file for completeness should an unforeseen circumstance arise.
- You are responsible for any unpaid balance.
- We require 48-hour notice for canceling any appointments. A cancellation fee may apply or you may be subject to discharge from care if 2 or more appointments are missed or less than 48 hour notice is given for cancellation.
- A \$25 fee will be charged for any checks returned for insufficient funds, plus any bank fees incurred.
- If you undergo or are planning to undergo a surgical procedure, in addition to the surgery fees collected from you (which include your surgeon fee, surgery facility fee, and anesthesia fee), you may receive a bill for pathology, laboratory tests, radiology, or other services that are not specifically quoted or specified on your surgery procedure quote, depending on the procedure.
- If you have a surgical procedure that requires the use of a surgical assistant, Denver Plastic Surgery and Liposuction, LLC will include that fee on your quote, so that you will not receive a surprise bill.
- [IT IS YOUR RESPONSIBILITY TO KNOW YOUR HEALTHCARE INSURANCE BENEFITS AND COVERAGE LIMITATIONS.](#) We are not able to advise you or know specific benefits or coverage as there can be many significant differences amongst each individual plan or carrier.

### Payment Questions and Options:

Payment questions are common. We hope the following information will help. We are also available to help give you guidance as to where you may find answers to specific questions.

- Accepted payment methods at Denver Plastic Surgery and Liposuction, LLC include cash, cashiers check, and credit cards. Options also exist to pay via credit card through the Mod Med Pay online portal. We do not accept third party checks. Personal checks will only be accepted if they are verified and clear. A \$25 fee will be charged for any checks returned for insufficient funds, plus any bank fees incurred.
- Denver Plastic Surgery and Liposuction, LLC offers financing options through Alphaeon Credit.
- Denver Plastic Surgery and Liposuction, LLC is a provider of aesthetic procedures and surgeries that are not covered by insurance. Denver Plastic Surgery and Liposuction does not contract with, file with, or accept any type of health coverage insurance. Patients wishing to utilize health insurance will be required to pay the customary fees for service prior to scheduling surgery and may then seek reimbursement from their insurance carrier on their own. [The NPI number for Denver Plastic Surgery and Liposuction, LLC is 1861197345.](#)

### Cancellation and Refund Policy:

- For various reasons, patients may need to cancel or postpone surgery. If 14 days prior notification is given, 75% of fees less any incurred expenses (such as laboratory tests or diagnostic fees) by

Denver Plastic Surgery and Liposuction, LLC may be returned. If the patient wishes to postpone surgery and it is the first time that they have elected to postpone the surgery and 14 days prior notice has been given, the retained 25% of fees may be applied to the rescheduled surgery provided that the surgery is scheduled for a time within the next 30 days.

- If less than 14 days prior notification is given 50% of paid fees will be retained and the patient will be refunded 50%.
- If a procedure is rescheduled or postponed for a treatable medical condition (such as high blood pressure, thyroid dysfunction, etc.) the rescheduling fee may be waived. However, if a patient cancels or is not able to proceed with surgery due to a treatable medical condition that the patient elects not to treat, either by not scheduling or attending appointments with the recommended professional(s) or the patient does not comply with medical advice (such as with the use of medication or other issue that may create a safety concern) 50% of paid fees will be retained and the patient will be refunded 50%.
- Failure to comply with medical advice or perioperative instructions that prevent proceeding with surgery due to patient suitability, patient safety, medical safety, elevated surgery or complication risk, failure to comply with nothing by mouth (NPO) requirements prior to surgery, failure to have transportation, or failure to have the required caretaker for 24 hours following surgery will result in cancellation of surgery. In the case of such an event, 50% of paid fees will be retained and the patient will be refunded 50%.

Please understand that it is not our intent to keep patients' fees and not perform surgery. There are many costs related to preparing a patient to undergo a safe procedure. Some of those costs include the cost of the office staff to schedule and prepare for a patient's consultation, the time spent in consultation with the patient, the time spent coordinating the surgery with and for the patient, time spent ordering and obtaining appropriate supplies, the cost of the supplies, the overhead cost of the physical clinic and associated services, and potential loss of revenue related to inability to schedule a different patient and procedure for the time slot when limited notice has been given. Additionally, there are costs for the surgery center, which include supplies, utilization of the operating room and the operating room staff's time. These resources also always have limited availability. Short notice cancellation may also result in preventing someone else in need from being able to have surgery. As a result, we have adopted the above listed policies, which we feel are consistent with community standards. We respectfully ask you for your cooperation.

Please also understand that proceeding with a medical or plastic surgery procedure is different than purchasing a service or item at a store and may be subject to different or other legal doctrine or precedents. There is no way to guarantee outcomes, results, absence of complications, or experiences for patients. All surgeons, despite how skilled or how careful, will have some patients that require a revision or experience a complication. We aspire to do our best each and every time. That being said, [it is the policy of Denver Plastic Surgery and Liposuction, LLC that we do not provide refunds for any surgery that has been performed.](#) It is the policy of Denver Plastic Surgery and Liposuction, LLC that any issue that may occur related to a procedure performed (such as complication, dissatisfaction, suboptimal or negative experience, or other issue) will not result in a refund of any fees. Please know that any such issue will be addressed in some other alternative manner.

#### Complications and Revision Financial Responsibility Policy:

There is no way to guarantee outcomes, results, or absence of complications for patients. All surgeons, despite how skilled or how careful, will have some patients that require a revision or experience a complication. Frequent complications will be discussed during a discussion of the risks, benefits, and alternatives to surgery that you will have with your surgeon prior to surgery. These are also listed on your consent form. There are other potential risk, complications, and adverse outcomes that may occur that may not be specifically listed, as they may be rare events. Death is often not listed because it is very rare (death from general anesthesia is reported by the American Society of Anesthesiologists as 1 in 185,000, in contrast to death from a motor vehicle collision, which is reported by the National Safety Council as 1 in 93). More frequent complications related to plastic surgery include hematoma or bleeding complications, fluid collections, wound healing complications, unfavorable scarring, asymmetry, and contour abnormality. Less frequent, but potential more severe complications include deep venous thrombosis, pulmonary embolism, pneumonia, aspiration, and cardiac events, such as a heart attack.

Complications may require return to the operating room either on an elective or emergent basis. During the first year after surgery the surgeons fee may be discounted or even waived if the issue is related to the original surgery. However, the patient remains responsible for any additional fees that may include the cost of the facility or operating room, anesthesia, and supplies. Complications requiring evaluation and intervention at a different medical facility or by a different medical provider will also be the patient's responsibility. Some health insurance plans may or may not cover these issues or complications, depending on the issue. However, it is the patient's responsibility to know, understand, or obtain information regarding coverage benefits and patient responsibility. Such an event may result in additional costs, which are the responsibility of the patient. [It is the policy of Denver Plastic Surgery and Liposuction, LLC that Denver Plastic Surgery and Liposuction, LLC will not pay for additional costs that may be incurred by patients related to complications, adverse outcomes, or need for revision surgery.](#) Denver Plastic Surgery and Liposuction, LLC is not able to and does not dispute charges or bills from entities that are not Denver Plastic Surgery and Liposuction, LLC on a patient's behalf. This remains the responsibility of the patient and/or designated agent. All patients should consider the potential additional cost of complications prior to proceeding with surgery.

The possibility of a complication or need for revision is a risk of any surgical procedure. We do our best to individually tailor surgeries and the instructions for each individual patient, as well as take appropriate safety precautions in order to mitigate risk and minimize the chance of a complication or need for revision. However, please understand that complications (which can occur due to many factors) or the need for a revision may result in additional financial costs and/or time expenditures for the patient. Additional time and resource expenditures may include, but are not limited to, greater downtime, need for caretaker assistance, longer recovery, longer activity restrictions, and need for additional or unanticipated wound care.

There may be additional cost for touchup procedures following surgery. These would be determined by the physician based on the service that is requested.

Again, it is the policy of Denver Plastic Surgery and Liposuction, LLC that we do not provide refunds for any surgery that has been performed (please see Complications and Revision Financial Responsibility Policy for further details).

We are happy to address any questions you may have after reading our Denver Plastic Surgery and Liposuction, LLC Financial Policy. Please let our staff know if you would like a copy of this policy.

By signing below, I affirm that I have read the above statement and policy and wish to proceed.

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Patient Name

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Patient Signature

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Date

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Time