



The Wright Center for Women's Health

Personalized Luxury Healthcare

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FINANCIAL POLICIES OF PERSONALIZED LUXURY HEALTHCARE

Thank you so much for choosing the Wright Center for Women's Health. The Wright Center is a unique healthcare experience where you will receive a higher quality of services. However, we realize that our billing policies may not be familiar to everyone, so this letter will inform you on the items that may be billed. We truly hope to see you here for your visit, but would rather you cancel your appointment than be dissatisfied with your experience due to billing concerns.

The following are some of the typical items that may be billed:

- **Prolonged Visit Codes:**

These are also called extended visit codes. Dr. Wright is a concierge physician who is extremely thorough in the care she gives to each patient. She allots a full hour to each and every patient. Most generalist OBGyns see 4 to 8 patients in an hour, which means 5 to 15 minutes to each patient. We don't feel it is possible to give the personalized luxury healthcare that we embody in a 15 minute time slot. During your visit here, our providers want you to feel comfortable, build a rapport, obtain all necessary information, get to know you, and make sure that any issues that may affect your health have been addressed. WE DO BILL THESE CODES.

- **Annual Exams:**

If there is an issue in addition to the routine well woman exam, there is a separate claim that will be billed to your insurance (for more details, see our annual/problem visit policy form). We treat our clients as a whole; therefore we need the flexibility and your understanding to be able to perform a more detailed annual exam which always includes addressing any concerns that you may possibly have. As of July 1st 2016, Dr. Wright will only see clients for their annual gyne exam when there are other issues that need to be addressed. If you do make an appointment with Dr. Wright, you should expect to have both a problem visit code and a prolonged visit code with your annual gyne well woman exam.

- **Phone calls:**

We must charge for speaking to the providers. The fee for a scheduled phone appointment or call backs from Dr. Wright is \$350. All non-urgent phone calls and pages to the providers after hours are \$100. For your convenience, we do offer VIP OB and Executive Gyne packages where direct access services to the providers are included.

- **Payments:**

As a courtesy to you, we verify your insurance benefits. All fees for services rendered will be paid in full at the time of your visit. This includes all past due balances, copays, deductibles and coinsurances. Our practice DOES NOT OFFER payment plans OR carry patient balances.

We do truly appreciate you considering our practice and giving us the opportunity to share in your health and well-being. Personalized luxury healthcare is something that we take to heart and embrace. We *live* it. We *believe* in it. We *love* it. We live to share this with you. However, we are fully aware that this type of service and this type of practice is not for everyone. But if it is, we truly look forward to having the chance to care for you here at The Wright Center for Women's Health.