



## Financial Policy

<b>Animal:</b>	
<b>Species:</b>	<b>Sex:</b>
<b>Breed:</b>	<b>Color:</b>
<b>Last Name:</b>	<b>First Name:</b>
<b>Address:</b>	
<b>Home Phone:</b>	<b>Cell Phone:</b>
<b>Other:</b>	

### CLAVS Financial Policy

Effective communication and understanding of practice fees and financial policy are vital elements in establishing and maintaining a rewarding professional relationship between clients and veterinarian. Most of our fees are predictable and can be quoted prior to seeing a patient. Others, such as those requiring emergency or extensive diagnostic procedures can only be eliminated. All clients are sincerely encouraged to discuss the costs of necessary procedures prior to their administration so as to avoid any misunderstandings.

### Client Registration Form

A fully completed form must be in our files for us to provide veterinary care (routine or emergency) for a patient.

### Payment of fees

Fees are payable at the time of veterinary service for clients without preauthorized credit. We are not in the business of serving as a bank, as we would rather devote all our energy to caring for your animals. We accept payments in cash or by check, Visa, MasterCard, Discover and CareCredit. We also offer clients a billing option and a payment plan program as described below.

**If you wish to be billed for veterinary services after the first appointment:** After payment in full at the first appointment, clients who wish to be billed for future vet services, rather than pay invoices at each appointment, complete the Credit Card Authorization Form (see below). Upon receipt of the

completed Credit Card Authorization Form, we will charge your credit card for veterinary services rendered within ten days of service. Any balances that become past due will be automatically billed to the client's credit card at the end of each monthly billing cycle.

### **CareCredit**

IF YOU PREFER A PAYMENT PLAN, are not approved for preauthorized credit on your account and do not have a credit card, we offer a payment plan program through CareCredit. CareCredit, is a veterinary credit card, provides flexible payment arrangements that enable owners to spread costs of veterinary care over several months. Please visit our website for a link to CareCredit or call for details and/or an enrolment application.

### **Invoices**

Invoices are created on a computer and printed at each veterinary visit. If you are paying by credit card on file, an invoice will be mailed to you.

### **Statements**

Our computer billing cycle closes on the last day of each month when statements that summarize outstanding invoices and the total balance due on account are mailed.

### **Finance Charges**

Finance charges are only applied to past due balances (more than 30 days from date of service) at a rate of 1.5% per month, or 18% annually. The minimum rebilling charge is \$5.00.

### **Past Due Accounts**

Accounts with any portion of an outstanding balance over 30 days from the date of service are considered past due. Past due balances (more than 30 days from date of service) are automatically billed to your credit card at the end of each monthly billing cycle. We do not bill beyond 30 days.

### **Returned Checks**

A fee of \$35.00 is charged for each check returned for non-payment.

### **Insured patients**

If your horse is insured, please plan on paying for our veterinary services directly. We do not bill insurance companies- only patient's owners. Insurance arrangements do not affect when payment for vet services is due. Please remember to have your insurance information available because most companies require notice prior to/at time of treatment.

### **Leasing a Horse**

If you plan to enter into a lease arrangement with another party, please let us know before the lease period begins. We are only able to change billing parties involved in the lease have contacted our office to authorize us to make adjustments (this process can be accomplished by phone). We are not able to make retroactive billing changes.

### **Questions**

Please contact our office on weekdays from 8:00 am to 5:00 pm.

I have read and understand the above policies.

Signature\_\_\_\_\_Date\_\_\_\_\_