



Dear Patient,

I want to take this opportunity to inform you about an upcoming change to one of our current processes that will go into effect for Healthcare Associates of Texas, Boardwalk Medical Services, and Smart New you on **December 1<sup>st</sup>, 2018**.

As an organization, it is our responsibility to provide you with the highest quality care and exceptional customer service, while also educating you about your insurance coverage, bills, and fees associated with the care that you receive.

The enclosed financial policy that you received with this letter demonstrates our commitment to our promise to continuously educate you about your options regarding payments and overall coverage pertaining to your plan.

With that said, there are two main points from this financial policy that I'd like to highlight:

- 1. We will be asking every patient to pay their co-pay, if applicable, at the time of their visit.**
- 2. We will inform all patients of their outstanding balances, if applicable, and ask what method of payment they prefer.**

Essentially, this means that payment is expected at the time services are rendered in our clinics.

However, we understand that each individual patient may have different or extenuating circumstances, which is why we will be proactive in finding the best possible payment option that works for your needs.

Please note that if you are unable to pay at the time of your appointment, you can speak with a Financial Counselor on site at our clinics to talk about payment options. Simply ask for one at check-in or check-out.

- Alternatively, you can also call **972-258-7499** and **press 3** to speak to a Financial Counselor ahead of your appointment.

As a final note for individuals who are **uninsured** and cannot pay at the time of your visit, we will identify payment solutions for you in the same manner listed above.

Please don't hesitate to reach out to our team if you have any questions. We're here for you.

To Your Health,

**Walter Gaman, MD**

**Founder/Executive Chairman**