RENAL ASSOCIATES of West Michigan, P.C.

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TRANSPLANT MEDICINE
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ACUTE AND CHRONIC DIALYSIS
HYPERTENSION
KIDNEY DISEASE
VASCULAR ACCESS

AMELIA K. KLOCKE, B.S.
PRACTICE ADMINISTRATOR

Parking and entrance are in the front of the building.

Welcome to Renal Associates of West Michigan, P.C. (RAWM)! Our goal is to provide the best care possible in a professional and friendly environment.

Dear _____This letter is to confirm your appointment with **Dr**. _____

Date: _____ Arrival Time: _____ Appt Time: _____

Your appointment will be at:
649 Hastings Ave, Holland, MI 49423

For your first office visit as a new patient, we typically require you to leave a fresh urine specimen.

- **At every visit, please be prepared to:**
  - Arrive 15-20 minutes early
  - Bring your insurance cards and Picture ID with you
  - Bring all prescription and over-the-counter medications (including vitamins) that you are currently taking

NO SHOW/CANCELLED APPOINTMENTS: **There will be a $50.00 fee for follow-up appointments and $100.00 fee for new patient appointments not cancelled greater than 24-hours in advance.**

If calling after-hours, you may leave a message to cancel appointment or talk to our 24/7 answering service.

If residing in a short/long-term care facility, a caregiver must attend every appointment.

Insurance Information:
If we are billing your insurance, please provide the receptionist with your insurance information, including any updates or changes as they occur.

RENAL ASSOCIATES
of West Michigan, P.C.

Billing and Payment Policy

Insurance Coverage:
Insurance coverage does not guarantee full payment for services provided. You will be billed for any fees determined by your insurance plan to be your responsibility. If you would like information regarding your payment responsibility for any of the services mentioned above, including physician office visits, please contact our billing office at (616) 752-6235, option 4. Our knowledgeable staff will be happy to answer your questions.

Self-Pay/Out-of-Network:
Because we are a privately owned business, we strive to be able to accept every insurance. However, there are some insurance plans that we are considered "out-of-network" with.

As a patient, it is your responsibility to check with your health plan to see if **both the facility**, Renal Associates of West Michigan, PC, **and the physician are in-network with your plan**. If it is determined that we are out-of-network, please contact our Billing department (616) 752-6235, option 4 to see what options we can provide.

To Our Valued Patients:
Thank you for selecting our physician as your nephrology provider. An important part of your care plan is information regarding financial responsibility as it relates to your nephrology care. We would like to share with you our collection procedures regarding co-pay and co-insurance processes.

Payment is expected at the time of service unless other arrangements have been made. You are responsible for all fees associated with your care.

Contracted providers with your insurance company are contractually obligated to collect a portion of the payment from you. These portions could be any of three different types of payment:

Co-Pays
Network physicians with your payor are obligated to collect the co-pay at the time of service. Co-pays are associated with physician visits and are payable at the time of service.

You will be billed for any co-pay/deductible associated with hospital care, transplant management, and dialysis and/or access intervention procedures.

Co-Insurance
In addition to co-pays, some payors have a co-insurance amount that is due as part of the service delivered. The amount of co-insurance due is based upon the individual policy for each patient.

Yearly Deductible
Some patients have a set yearly deductible in addition to co-pays, or co-insurance. This is an amount set by your insurance carrier. Charges that are applied to your deductible will be billed to you. We will not be able to determine the deductible amount due prior to your service. If you have questions regarding your deductible, you will need to direct those to your insurance carrier.

Patient Portal
Our portal gives patients secure and convenient access to their health information. Patients can use the Patient Portal to view, download and transmit their health information, send secure messages to their provider and even pay their bill. We use MyChart (Acumen Physician Solutions): https://mychart.acumenmd.com/

Thank you for your cooperation in this matter. If you have any questions concerning these procedures/practices, please do not hesitate to call our billing department at (616) 752-6235, option 4.

If we can assist you in any way, please do not hesitate to ask, and we thank you for choosing RAWM for your medical care, where we are committed to providing high quality care to our patients.