



PLEASE READ

The faculty and staff of Dr. Frank D. Mastandrea make every effort to make your experience with us as pleasant as possible. To that end, you can assist us by familiarizing yourself with the following:

- *You must have a valid insurance card and a picture ID with you at the time of service. Without these you will not be seen.*
- *It is your responsibility to know your insurance benefits. It is not the responsibility of this office to verify medical eligibility.*
- *It is your responsibility to be sure that Dr. Frank D. Mastandrea is a provider for your insurance company prior to making an appointment.*
- *It is your responsibility to obtain a referral or authorization for the office visit and/or procedure. You must either verify that our office has received your referral/authorization or you must bring it with you to your scheduled appointment. If you do not have a referral or an authorization, or intend to pay cash at the time of service, you will not be seen.*
- *Co-payments, co-insurance, deductibles not met, and all past due balances will be collected prior to your visit. If you fail to pay in accordance with your insurance company's contract, you will not be seen.*
- *If needed, it is your responsibility to bring a translator with you to all appointments. A minor child is not acceptable; you must bring an adult family member or friend.*

Thank you in advance for your cooperation.

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Patient Signature

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Date