

*Chwen-Yuen Angie Chen, MD, FACP, FASAM  
Board Certified, American Board of Internal Medicine  
Diplomate of the American Board of Addiction Medicine  
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#### **PAYMENT POLICY**

The following information will assist you in understanding the payment policy for services rendered by Dr. Chwen-Yuen Angie Chen, MD. The responsibility for payment rests with you and is consistent with standard insurance plans. Payment is due in full at the completion of each appointment once services have been rendered. **\*Please aware that Dr. Chen does not accept Medicare or Medi-Cal insurance therefore please do not submit billing to these entities.**

Dr. Chen takes payment by cash, Visa or Master Card and on occasion if you are long-term patient by check.

#### **Filing A Claim With Your Health Insurance Company**

**We suggest you call your insurance company** (the customer service number is usually listed on the back of your insurance card, or go online) and check your benefits **prior to your appointment**. Please familiarize yourself with your insurance policy and confirm what is covered and what is not. Insurance plans vary and may not cover 100% of your medical costs especially when it applies to behavioral and mental health conditions including substance use disorders.

**The signed billing invoice you receive at each visit has the appropriate medical diagnosis and billing codes for you to submit to your insurance company.** At the completion of each appointment with Dr. Chen, we will provide you with this signed billing invoice that will have all the medical ICD-10 diagnoses and CPT fee codes. This is the document you submit when you file a claim with the insurance company along with a copy of your medical insurance card (front and back).

**Please bring your medical insurance card with you at the time of your initial consultation** so that we may keep a copy of it for your record. Dr. Chen may need to furnish your medical insurance company with additional information regarding services rendered but will do so only with your consent.

Keep in mind that Dr. Chwen-Yuen Angie Chen is not a provider of any medical insurance companies. You are financially responsible for all charges whether or not paid by your insurance.

#### **CANCELLATION POLICY**

Missed or same day cancellation appointments will be subject to a \$75 cancellation fee; cancellations done last minute create hardship on the staff, please make cancellations at least 24 hours in advance. An office assistant will call to confirm your appointment at least 24 hours in advance so that you have an opportunity to cancel in time.

Please direct any questions or concerns regarding billing directly to Dr. Chen. It is a privilege providing this service for you. Thank you.