



Dear Patient,

Thank you for choosing Hackensack University Medical Center (HUMC). **In addition to our physicians, nurses** and clinical assistants, who will look after your medical needs, our administrative staff is here to help you with scheduling, billing and other non-clinical issues.

#### **Patient Policy**

You are responsible for all charges if you are not covered by insurance. Payment is required on the day of service. If your treatment is covered, you are responsible for **all applicable co-payments, deductible and/or co-insurance. You must bring valid verifiable insurance card and referral (when applicable) on the day of your appointment. We are not responsible for informing the patients if they require a referral, you should be aware of your benefits and coverage.**

For all billing inquires and details on your bill, please contact Springfield Service Corporation billing offices via their toll free number: (866) 571-9238. For Dr. Alvarez's billing inquires please call (201) 996-2943.

Our goal is to provide you with the best quality, state of the art medical care in an environment that is sensitive to your needs. Please let us know how we are doing or how we can improve our service and do not hesitate to call us if you have any questions.

Thank you again for choosing our practice.

Please initial that you have read \_\_\_\_\_