



1212 East Elizabeth Street
Fort Collins, Colorado 80524
970.482.2791

Matthew G. Duran, M.D.
CERTIFIED AMERICAN BOARD OF FAMILY MEDICINE

Mitchell J. Janasek, M.D.
CERTIFIED AMERICAN BOARD OF FAMILY MEDICINE

Christine B. Duran, M.D.
CERTIFIED AMERICAN BOARD OF FAMILY MEDICINE

Elizabeth K. Burgwin, M.D.
CERTIFIED AMERICAN BOARD OF FAMILY MEDICINE

Kristine M. Rivera, D.O.
CERTIFIED AMERICAN BOARD OF FAMILY MEDICINE

Holly M. Gustafson, FNP-C
CERTIFIED AMERICAN ACADEMY OF NURSE PRACTITIONERS

PAYMENT POLICIES FOR FAMILY CLINIC OF FORT COLLINS

Thank you for choosing us as your primary care provider. We are committed to providing you with quality and affordable health care. Because some of our patients have had questions regarding patient and insurance responsibility for services rendered, we have been advised to develop this payment policy. Please read it and ask us any questions you may have. A copy will be provided to you upon request.

1. Co-payments – All co-payments must be paid at time of service. This arrangement is part of your contract with your insurance company. Failure on our part to collect co-payments from patients can be considered fraud. Please help us in upholding the law by paying your co-payment at each visit.
2. New Patients – If we are providers for your insurance, co-payments must be paid at time of service, no exceptions. If we do not do business with your insurance, payment is due in full today for services rendered, no exceptions will be made.
3. Statement fees – Billing statements you receive from us are due upon receipt. If an additional statement must be sent, due to an unpaid balance, a \$5.00 fee will be assessed to your bill (Admin Billing Fee), to cover the costs Family Clinic of Fort Collins incurs to generate another bill to you. **(DOES NOT APPLY TO MEDICARE PATIENTS)**
4. Collections – Accounts that are 90 days past due may be referred to a collections agency, unless you have made prior arrangements with our office. In the event your account is turned over to a collections agency, there will be a processing fee and admin fee of \$5.00 added to your bill, to cover the costs Family Clinic of Fort Collins incurs to process the account for collections.
5. Proof of Insurance – We participate with most insurance plans. We must obtain a copy of your driver's license and current valid insurance to provider proof of insurance. If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the balance of a claim.
6. Secondary Insurance – We will file to your secondary insurance as a courtesy, however please remember all balances are patient responsibility until the insurance actually pays the claim.