Synergy
Advanced Healthcare LLC

PAYMENT, INSURANCE & SCHEDULING POLICY

EFFECTIVE JANUARY 21, 2026

Due to ongoing financial changes and continued uncertainty in today's insurance environment, Synergy Advanced Healthcare LLC has updated its insurance, payment and scheduling policies.

These policies help keep our practice running and allow us to continue providing consistent, high-quality medical care to every patient.

1 PAYMENT AT TIME OF SERVICE

- All co-pays are due at the time of service.
- Patients with high-deductible insurance plans pay a minimum of **$125** at the time of service until their deductible has been met.

2 INSURANCE CLAIM RESPONSIBILITY

- Synergy submits insurance claims as a courtesy. Final financial responsibility rests with the patient.
- If an insurance company denies a claim, delays payment, or takes back payment for services already provided, the remaining balance becomes the patient's responsibility.

3 CARD ON FILE & OUTSTANDING BALANCES

- All patients are required to keep a valid credit or debit card on file.
- Any unpaid balance older than **45 days** is automatically charged to the card on file.
- All outstanding balances must be paid in full before scheduling or attending your next appointment.

4 NO-SHOW & SAME-DAY CANCELLATION

- Appointments missed without notice (no-shows) or canceled on the same day are subject to a **$50** no-show/cancellation fee, charged to the card on file.
- If your insurance carrier does not allow cancellation fees to be charged to patients, no-shows or same-day cancellations may result in discharge from the practice.

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5 IF YOU CHOOSE NOT TO ACCEPT THESE POLICIES

We understand that not every patient may be able to agree to these financial and scheduling policies.

- If you do not agree to the policies above, you may decline them and request discharge from the practice.
- If you choose discharge, Synergy will provide a reasonable transition of care, which may include:
  - A copy of your medical records, with proper authorization
  - Refills of essential medications for a limited transition period, when clinically appropriate and legally permitted

Important: All outstanding balances remain the patient's responsibility and must still be resolved, including after discharge. Unresolved balances may be referred to an outside collections agency.

ACKNOWLEDGMENT

Every patient is asked to review this policy and sign an acknowledgment at our office. On that form, you will initial each section and choose either to agree to these policies or to decline them and request discharge.

Questions about this policy or your balance? Call our office at (860) 618-7575 during business hours.

Thank you for your cooperation and understanding.
Synergy Advanced Healthcare LLC