



Financial Policy

Welcome to Greensboro Plastic Surgery. We have prepared this document to help you understand our financial policy and your financial responsibilities. If you have any questions, please reach out to our office.

Cosmetic Consultations: All consultations are with Dr. Pace. Consultations are \$100. The good news is that the consultation fee is applied toward your surgery or procedure if booked or completed within 30 days of the consultation.

Cancellations: We request a courtesy of 48 hours' notice if you are unable to make an appointment. Within 48 hours, much of the preparation work for your appointment has already been done. Consultations cancelled within 48 hours of the appointment will forfeit the \$100 consultation fee and a new fee will be collected to reschedule to another date.

Reserving Your Surgery: To schedule your cosmetic surgery, we require a non-refundable reservation fee of \$500 or \$1,000 to be applied to the total surgeon's fee. Full payment is due no less than 14 days before your surgery unless otherwise specified.

If you cancel surgery more than 14 days beforehand, all money except the reservation fee will be returned. The reservation fee may be applied towards a new surgery date within 12 months.

If you cancel a surgery within 14 days of the scheduled date, only 50% of the surgeon's fee will be returned.

If you cancel the day of surgery, or if your surgery is rescheduled due to non-compliance with pre-surgical requirements, your total fees will be non-refundable as time has been reserved for the physician, anesthesiologist, and the operating room.

Insurance: Dr. Pace is in-network with select insurance plans. Please confirm with your insurance carrier that Dr. Pace is considered an in-network provider, our office will assist you. Prior to surgery, we will provide you with an estimate of your out-of-pocket expenses that are based on our contracted rates and your benefits.

If you have a plan that we are out-of-network with, payment in full is required prior to surgery.

You must disclose all changes to your insurance coverage and plan. Failure to do so may result in the denial of coverage from your insurance carrier. You will be responsible for the additional associated costs.

Other Patient Responsibilities: Greensboro Plastic Surgery does not set fees charged by other entities, including, but not limited to, hospitals, anesthesia providers, laboratory or radiology facilities,

pharmacies, outside physician offices and supply/equipment vendors. Therefore, those fees are subject to change. The length of surgery may vary, which could impact the cost of the facility and anesthesia. Pricing questions and/or disputes related to any outside service must be directed to the original service provider.

Surgeries, Cosmetic Services, and Skincare Product Purchases: There is no warranty, guarantee or refund for products, procedures, or services provided.

Disputes: On occasion there is confusion regarding charges or payment. We encourage you to contact our office first to discuss any concerns. If you contact a company (e.g., your bank, credit card company, insurance company, or third-party financing companies) with a disputed payment, and that company contacts us for information on the disputed charge, you authorize us to provide the company with relevant documentation to support our charges and billing, which may include Protected Health Information that would otherwise remain private and confidential.

Payment Options: We accept cash and all major credit cards for office services, products, and surgeries. Personal checks are only accepted for surgeries and must clear at least 7 days prior to the surgery date. Please make checks payable to Greensboro Plastic Surgery. There is a \$50 fee for any returned checks.

We also offer convenient financing options through CareCredit and Cherry, pending approval. Please note, this only applies to fees within the practice and may not be used for anesthesia or facility fees if the surgery is being performed at an outside facility.

802 Green Valley Road Ste 212, Greensboro NC 27408

Phone: 336.600.5258

Fax: 336.647.7849

Email: info@greensboroplasticsurgery.com