



## **CLIENT FINANCIAL POLICIES**

Green Glen Equine Hospital is proud to be part of a team whose primary mission is to deliver the finest and most comprehensive equine health care available today. In addition, we are also dedicated to making top-quality care as cost effective as possible and want you to completely understand our current financial policies.

Bills for services rendered are due upon presentation unless we have agreed to different arrangements **in advance and in writing.**

We offer the following Payment options:

- CASH – includes money orders and personal checks
- VISA/MasterCard/Discover
- Care Credit – the financing plan we offer as a separate line of credit to cover your equine health care needs. Please call our office for more information and an application or visit [www.carecredit.com](http://www.carecredit.com)

Please note that we reserve the right to:

- Require a deposit at the time of scheduling certain high-cost services
- Charge a monthly billing fee of \$5.00 or 1.5% monthly interest (whichever is greater) for any account balance over 30 days
- Submit any account with a balance older than 30 days to a collection agency, and to require client to pay all legal fees and collection costs we incur
- Require a valid credit card be kept on file
- Refuse services to any client with an account balance older than 60 days and who does not have a valid credit card in file or who does not pay in full at time of service
- Charge a fee of \$25.00 for each returned check
- Charge a fee for services that do not directly involve patient care including but not limited to: shipping of meds, X-Rays, etc, preparing insurance claim forms, any written/long distance phone correspondence for clients
- Amend these policies from time to time

**If you have insurance on your animals, it is your responsibility to understand the benefits provided by your plan**