

Financial & Cancellation Policy

Effective Date: March 31st, 2026

Welcome to Anchor Health. Our mission is to provide thoughtful, relationship-based primary care through our Anchored CareSM model. To maintain our commitment to unhurried, high-quality visits and to ensure all patients have timely access to care, we have established the following Financial and Cancellation Policy. By scheduling an appointment with Anchor Health, you agree to the terms outlined below.

At Anchor Health, we maintain smaller patient panels to ensure your care is never rushed. When you schedule an appointment, that time is reserved exclusively for you. Because we do not double-book our clinicians, a missed appointment prevents us from providing care to another patient who may be in need.

Anchor Health is committed to providing exceptional, relationship-based care. To ensure all patients have timely access to our providers, we maintain a firm Cancellation and No-Show Policy.

- **24-Hour Notice Required:** Patients must provide at least 24 hours' notice for any cancellation or rescheduling of appointments.
- **Fees:** A fee of \$50.00 will be assessed for any appointment cancelled or rescheduled with less than 24 hours' notice, or for any missed appointment (No-Show).
- **Insurance Disclaimer:** Cancellation and no-show fees are the sole responsibility of the patient and are not billable to or covered by insurance.
- **Card on File:** By scheduling an appointment, you authorize Anchor Health to charge the credit card provided during intake for any applicable cancellation or no-show fees.
- **Exceptions:** We recognize that emergencies occur. Exceptions may be made at the discretion of the practice for documented medical emergencies or unavoidable crises.

Anchor Health accepts various insurance plans and also offers self-pay and membership options.

- **Insurance:** It is your responsibility to verify that Anchor Health is an in-network provider with your specific insurance plan. You are responsible for all co-payments, deductibles, and non-covered services as determined by your insurance carrier.
- **Co-payments:** All co-payments are due at the time of service.
- **Self-Pay and Memberships:** For patients not using insurance or those enrolled in our membership pathways, payment is due in accordance with your specific service agreement or at the time of the visit.
- **Non-Covered Services:** If your insurance provider denies payment for services rendered, you will be responsible for the full balance.

To streamline the billing process and facilitate the collection of co-payments and late fees, Anchor Health requires all patients to maintain a valid credit card on file within our secure patient portal (DrChrono).

By providing your card information, you authorize Anchor Health to charge the stored card for:

- Applicable co-payments at the time of service.
- Outstanding balances after insurance adjudication.
- The **\$50.00 fee** for late cancellations or no-shows as described in Section 2.

For patients opting for our membership model for enhanced access, membership fees are billed monthly or annually as agreed upon. Please note that membership fees cover administrative and enhanced access services and are separate from clinical services that may be billed to insurance.

Patients with an outstanding balance may be required to settle their account prior to scheduling future appointments. We are committed to your health; if you are experiencing financial hardship, please contact our billing office to discuss a payment plan.

By checking the box in your intake forms or signing below, you acknowledge that you have read, understood, and agree to the Anchor Health Financial & Cancellation Policy. You authorize Anchor Health to charge your card on file for any fees incurred due to late cancellations or no-shows.

Patient Name (Printed): _____

Patient or Guardian Signature: _____

Date: _____