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William M. Dutch, DPM  
Melissa Cohen, DPM  
Catherine McNerney, DPM

6700 Kirkville Rd  
Suite 202  
East Syracuse, NY 13057  
Phone: (315) 701-2929  
Fax: (315) 701-1473  
Website: [www.cnyfootsurgery.com](http://www.cnyfootsurgery.com)

## **CNY Foot Surgery and Podiatry Care Office and Financial Policies**

**Cancellation Policy:** If you need to cancel or reschedule an appointment, please call our office within 24 hours of your appointment. Three consecutive cancellations or no shows are grounds for discharge.

**No Show Policy:** If you fail to make your schedule appointments and do not contact our office, you will be charged a \$25 fee.

### **FINANCIAL POLICY**

- Insurance card(s) are required upon each visit
- Copays are due at time of service
- We will bill secondary insurance if needed
- If you do not have insurance, payment is due at time of service
- We accept checks, cash, and credit cards (VISA AND MASTERCARD ONLY).
- Account balances are due within thirty (30) days
- The telephone number to call with account questions is 716-743-9681

**Balances:** You will receive a billing statement for any unpaid balances, co-insurance, or charges determined not covered under your policy.

**Copays** are due at time of service. Our relationship is with you, not your insurance company. It is your responsibility to contact your insurance company to determine if you have a copay. We will be happy to submit claims on your behalf to your insurance company; however, it is your responsibility on your first visit to provide us with accurate insurance information (i.e.: workers comp, no fault, or private insurance). If you realize during your course of treatment that you provided us with the wrong insurance information, it is your responsibility to pay for treatments rendered.

*We understand that temporary financial problems do arise and we encourage you to contact our billing office promptly for assistance in the management of your accounts. Special payment consideration may be extended in the event of unusual circumstances. However, in the that event that it becomes necessary to pursue collection, it will be your responsibility to pay the past due balance as well as any collection fees incurred in the collection process.*