

# Castleton Obstetrics AND GYNECOLOGY

 **Community Physicians of Indiana**

Jeffrey Boester  
M.D., FACOG

Keith Bean  
M.D., FACOG

Kristin M. Adams  
M.D., FACOG

Sylvia Ertel  
M.D., FACOG

Sarah Crane  
M.D.

Carol Weaver  
N.P.

Alicia Wettrick  
N.P.

Welcome to Castleton Obstetrics and Gynecology. We are pleased you have chosen us for your gynecologic and obstetrical care.

Castleton Obstetrics and Gynecology specializes in you...your needs...for a lifetime.

Our physicians are:

Jeffrey A. Boester, M.D., FACOG  
Keith Bean, M.D., FACOG  
Kristin Adams, M.D., FACOG  
Sylvia Ertel, M.D., FACOG  
Sarah Crane, M.D.  
Carol Weaver, N.P.  
Alicia Wettrick, N.P.

At Castleton Obstetrics and Gynecology, we believe it is a privilege to care for your health needs. We make it our priority to understand your individual needs and provide you with personalized, timely, thorough care.

Our physicians provide health care and education. Our specialties include:

- ❖ Pre-pregnancy planning, pregnancy and delivery
- ❖ Infertility diagnosis and management
- ❖ Annual physicals
- ❖ Gynecological care and surgery
- ❖ Individualized plans of care for peri-menopause and menopause
- ❖ PMS symptom management

We know your health is important to you, but your life is full of many demands. We are focused on you with our accessible locations and appointment schedule.

## Two Convenient Office Locations

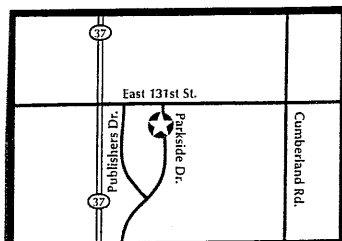
Office Hours: Monday – Friday 8am – 4:30pm  
Phone: 317.621.2312 Fax: 317.621.2311

13050 Parkside Drive  
Suite 100  
Fishers, IN 46038  
Phone: 317.621.2312  
Fax: 317.621.2311

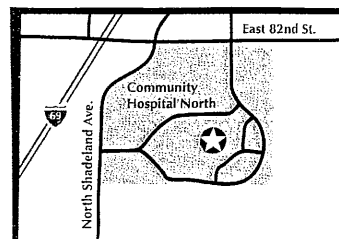
7120 Clearvista Drive  
Suite 3500  
Indianapolis, IN 46256  
Phone: 317.621.2312  
Fax: 317.621.2311

www.castletonobgyn.com  
www.ecommunity.com

**Fishers Location:**  
13050 Parkside Drive, #100  
Fishers, IN 46038



**Castleton Location:**  
7120 Clearvista Drive, #3500  
Indianapolis, IN 46256



Enclosed is a patient information form that we would like you to complete and bring on your first visit with us. Please bring your insurance card so that we may make a copy of it for your records.

If the new patient to our practice is a minor we require a parent or legal guardian to attend the initial visit.

We also request that you know which laboratory your insurance is contracted with so that your lab work will go to the correct lab.

We pride ourselves on having excellent communication between doctor, staff, and patient. If you should ever have questions or suggestions, please contact our office. Our hours are Monday through Friday 8:00 a.m. to 4:30 p.m.

As a service to our patients, we will file your primary and secondary insurance for you. Payment is requested when services are rendered for copayments or if no insurance information is provided. We accept checks, cash, Visa, and Mastercard payment. We do recognize our patients as individuals and should your personal needs be different, please contact our office so we can arrange a payment plan to suite your needs.

Again, we would like to welcome you, and we hope our relationship will be to your satisfaction.

Sincerely,

Castleton Obstetrics and Gynecology

Doctor:

Date:

Time:

Office Location:  
Castleton Office  
7120 Clearvista Drive, #3500  
Indianapolis, IN 46256

Fishers Office  
13050 Parkside Drive, #100  
Fishers, IN 46038

You may visit our web site at [www.castletonobgyn.com](http://www.castletonobgyn.com) or [www.ecommunity.com](http://www.ecommunity.com)



## CASTLETON OB/GYN FINANCIAL POLICY

### INSURANCE CLAIMS:

**Primary Insurance:** The billing department will file claims with your insurance upon submission of proof of insurance. In the event the patient has insurance coverage but cannot provide documentation, payment is due at the time of service. Upon submittal of insurance card, your claim will then be filed and your payment will be reimbursed.

**Secondary Insurance:** Secondary insurance will be filed if it is a supplement to Medicare or if we are provided with that insurance carriers information. However, if payment is not received in our office within 45 days after filing, the responsibility will be transferred to patient to collect from the secondary insurance.

### PATIENT FINANCIAL RESPONSIBILITY:

If the patient has no insurance or if you are seeing our physicians outside of your insurance network, payment will be due in full at time of service. Payment plans may only be worked out with the billing department prior to your visit. Your co-payment for your insurance will be collected on the day of the visit.

If your insurance requires a referral, you will be responsible for obtaining that referral prior to your visit. If you do not receive your referral before your visit, you will be responsible for payment in full.

### MINORS/DEPENDENTS:

Children under the age of 18 will require the signature of their parent or legal guardian on the registration form and Notice of Privacy Practices form. A parent or legal guardian must be present at the minor's initial visit.

### METHODS OF PAYMENT:

Acceptable methods of payment are cash, check, money order, VISA and MASTERCARD.

VISA or MASTERCARD payments will be accepted in the office, by phone or by mail. A \$25 charge will be assessed for any check returned due to insufficient funds.

MISSED APPOINTMENTS:

Castleton OB/GYN requires a 24-hour notice of appointment cancellations.

***Appointments missed and not cancelled are subject to a "NO SHOW" fee of \$25 for established patients.***

ACCOUNT CONSULTATIONS:

Patients should be aware that more than one visit can be charged on the same date of service with the physician. For example, if you are in for your annual examination and other problems are addressed or treated an additional office visit fee may be charged.

The physicians are here for your health needs, so your financial issues or billing concerns should be discussed with our billing office. They are properly trained to discuss your account and make payment arrangements. If you need further assistance with your account our Office Manager may be consulted as well.

MEDICAL RECORDS:

If you need our office to transfer your records to another physician, we are required by law to receive a signature prior to releasing the records. We will provide your records to other employed physicians of Community Health Network at no charge. If you require a copy for your own personal needs, for a physician outside of Community Health Network, or for any other company there will be a charge for the records. Our office uses a medical record copy service so please allow time for processing accordingly.

ACCOUNTS PAST DUE:

Payment is due immediately upon receipt of your statement. Only three reminders will be sent to you regarding any past due balances.

Patient authorizes payment for any medical services are paid directly to the physician of the surgical and/or medical benefits. I also authorize the physician to release any information acquired in the course of my treatment necessary to process insurance claims. I am fully aware that I will be responsible for any non-covered services.

Non-compliance may result in account being sent to small claims court, credit bureau reporting and possible discharge from the practice. In the event an account is turned over for collections, the person financially responsible for the account will be responsible for all collections costs including reasonable attorney fees and court costs.

I have received a copy of Castleton OB/GYN financial policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date