

**Eliza Coffee Memorial Hospital**

205 S Marengo St  
Florence, AL 35630

Dear ECM Patient,

This letter outlines the standardized financial policy at ECM Hospital for services provided at our clinic locations. Please read and acknowledge acceptance of this policy by signing your name and date in the area provided below. By signing this document, you are accepting the terms of the financial policy.

It is the policy of ECM that payment is due at the time of service unless other financial arrangements are made in advance. We require all patients to pay their deductible, copay and/or coinsurance payment at the beginning of each visit. The staff at your location will explain this information to you prior to, or at the time of your first visit. At the conclusion of your visits with us, you may be billed for any outstanding balances. If there is a credit, you will be provided a refund promptly, in accordance with our refund policy.

If you are covered by health insurance, please provide your insurance information to the front office staff, and we will verify your coverage as a courtesy. Accepting your insurance does not place all financial responsibilities onto this practice, and you will be held accountable for any unpaid balances by your plan. A quote of benefits is not a guarantee of benefits or payment. Your claim will process according to your plan. If your claim processes differently from the benefits we were quoted during the initial coverage verification process, the insurance company will continue to process the claim according to the plan and you may be responsible for additional outstanding balances that will be billed to you by ECM and appear on your next patient statement.

Although we are contracted with most insurance carriers, our services may not be covered by your particular insurance plan. Being referred to our clinic by another physician does not necessarily guarantee that your insurance will cover our services. Please remember that you are responsible in full for all charges incurred: your physician's referral and our verification of your insurance benefits are not a guarantee of payment. Having more than one insurance policy is also not a guarantee of full payment and additional financial responsibility may be incurred.

We highly recommend you also contact your insurance carrier directly and check the coverage of your plan for any services being provided.

Sincerely,

ECM Management

---

Patient Signature (*Acknowledgement*)

Date

---