

Norana Caivano, MD

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Billing Policy

Auto Payment of fees via credit card is the preferred method of payment with Norana Caivano, MD. Other forms of payment including cash and personal checks are accepted. Please feel free to discuss any billing matters with me as necessary.

Cancellation Policy: Cancellations and re-scheduled sessions will be subject to a full charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time. *Please note that missed appointments and late cancellation fees are not covered by your health insurance and will not be reimbursed. You will be solely responsible for these fees.*

Missed Appointments: Multiple missed appointments may result in you having to pay in advance, and/or eventual termination of services. Unless other arrangements are agreed upon, all fees that are 90 days past due will be sent to a collection agency.

Monthly Statements: Several of my clients are using their out-of-network insurance benefits to pay for therapy. You will receive an insurance-ready statement on a monthly basis through your patient portal site.

Credit Card Auto Payment Agreement: You authorize Norana Caivano, MD to electronically debit your account and, if necessary, electronically credit your account to correct erroneous debits. Your session fee will be deducted within one day of your session through autopay. Cancellations will also be deducted within 24 hours of the scheduled appointment.

Consent: I have read this information and understand and accept its terms.