



It is every client's responsibility to know their insurance benefits.

Benefits quoted to us by phone or online by your insurance provider are not a guarantee of payment. Benefits are determined by each member's specific plan. If you do not know what your specific plan covers, you should call the customer service number listed on the back of your insurance card. Our services are considered outpatient mental health care.

Your provider will collect amount specified by your insurance at the time of service. If the insurance claim processes differently than benefits quoted to us, the card on file will be charged/credited for the amount owed.

If payment by your insurance plan is not received by our office, each submitted claim will default to your provider's self-pay rate. New Path Mental Health & Wellness will reach out a maximum of three times to inform you of any and all insurance issues or past due balances. This communication is included but not limited to, phone calls, text messages and email.

You agree by saving a payment card on file, New Path Mental Health and Wellness has the right to charge the saved payment card for any unpaid past due balance up to 120 days from the time of service.

In the event that your insurance plan does not cover submitted claims, you agree that you are financially responsible for all appointment costs.

### Secondary Insurance Announcement

New Path Mental Health & Wellness does not submit any claims for services provided to a secondary insurance if you have one.

If you would like to submit the claim yourself, please let our office know and we will provide you with the information needed to do so.

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