**Burleson Equine Financial Policy**

Effective communication and understanding of practice fees and financial policy are vital elements in establishing and maintaining a rewarding professional relationship between client and veterinarian. Most of our fees are predictable, and can be quoted prior to seeing a patient. Others, such as those requiring emergency or extensive diagnostic procedures can only be estimated. All clients are sincerely encouraged to discuss the costs of necessary procedures prior to their administration to avoid any misunderstandings.

**Payment of Fees**

Fees are payable at the time of veterinary service for clients without pre-authorized credit. We are not in the business of serving as a bank, as we would rather devote all of our energy to caring for your animal(s). We accept payments in cash or by check, Visa, MasterCard, Discover and CareCredit. We also offer clients a billing option and a payment plan program (CareCredit) as described below. If you wish to be billed for veterinary services after the first appointment, complete the Credit Card Authorization Form (see below). Upon receipt of the completed Credit Card Authorization Form, we will charge your credit card for veterinary services rendered within 10 days from date of service. Any balances that become past due (over 30 days from date of service) will automatically be billed to a client's credit card at the end of each monthly billing cycle.

**BEH Payment Plan: CareCredit**

Prefer a payment plan? If you are not approved for pre-authorized credit on your account or do not have a credit card, we offer a Payment Plan Program through CareCredit. CareCredit, a veterinary credit card, provides flexible payment arrangements that enable owners to spread costs of veterinary care over several months. Please visit our website for a link to CareCredit or call for details and/or an enrollment application.

**Invoices**

Invoices are created on computer and printed at each veterinary visit. If you are paying by credit card on file, an invoice will be mailed to you.

**Statements**

Our computer billing cycle closes on the last day of each month. This is when statements that summarize outstanding invoices and the total balance due on the account are mailed.

**Finance Charges**

Finance charges are only applied to past due balances (more than 30 days from date of service) at a rate of 1.5% per month. The minimum re-billing charge is $4.50.

**Past Due Accounts**

Accounts with any portion of an outstanding balance over 30 days from date of service are considered past due. Past due balances are automatically billed to your credit card at the end of each monthly billing cycle. We do not bill beyond 30 days.

**Returned Checks**

A fee of $25.00 is charged for each check returned for non-payment.

**Insured Patients**

If your horse is insured, please plan on paying for our veterinary services directly. We do not bill Insurance companies- only patient owners. Insurance arrangements do not affect when payment for veterinary services is due. Please remember to have your insurance information available because most companies require notice prior to/at time of treatment.

**Questions?**

Please contact our office during regular business hours, weekdays from 8:00 a.m. to 5:00 p.m. or Saturdays from 8:00 a.m. to 12:00 p.m. Please call 817-295-2231 with any questions you may have.