



TEMPORARY FINANCIAL HARDSHIP POLICY: COVID-19

Effective: March 24, 2020 through April 24, 2020

In response to circumstances surrounding COVID-19, we understand many individuals who need care have been and will be affected financially. We, at Epic Wellness, are committed to making sure our community of patients receive the care they need during this time. We have developed this hardship policy to assist with reducing and eliminating out-of-pocket expenses for telemedicine services for the period of time from 3/24/2020 to 4/24/2020.

Epic Wellness will provide one telemedicine visit to each patient until 4/24/2020 or when the clinic re-opens, whichever comes first, **with no out-of-pocket expense**. To take advantage of this, please read the specifics below, sign and return this form to Epic Wellness prior to the telemedicine visit.

- I acknowledge I have been affected financially by the COVID-19 pandemic.
- I understand that if an insurance is currently on file for me, it will be billed.
- I understand any co-payments or out-of-pocket expenses after insurance has processed will be waived by Epic Wellness, as defined above.
- In the event my insurance carrier provides payment to me directly, I understand I am responsible to submit payment to Epic Wellness in the amount reimbursed to me from my carrier.

Patient Consent:

I have read and understand the information provided above regarding the temporary hardship policy, have had the opportunity to ask questions about this information, and all of my questions have been answered to my satisfaction. I hereby consent to the specifics outlined above.

Patient Name: _____ **Date of Birth:** _____

Patient Signature: _____ **Date:** _____