



Sleep Doc Direct Policy Regarding Fees

By applying these fees, we aim to maintain the efficiency of our services and respect the time commitments of our entire patient community. *Sleep Doc Direct does not profit from charging fees; in fact less than 2% of patients are charged fees. Our goal is to be fully transparent about our fees, to waive them when we can, but charge them when we must.*

Wired Sleep Test

Late Return Fee (after 2 business days): \$35/day.

Background: Treatment of sleep apnea can be life changing, and in some instances even life saving. Your help in returning the device to us quickly allows us to help people as quickly as possible.

Non-return fee (after 7 calendar days): \$3200.

Background: We are trusting you with this sophisticated equipment, and hope that you return that trust by using the equipment and returning it quickly so that other patients can benefit from it. However in rare circumstances where patients do not return the equipment we may be forced to charge them in order to recoup the cost of the equipment allowing us to make it available to other patients.

Damaged Equipment. Missing Equipment: Replacement cost as determined by the manufacturer plus shipping and 10% service fee.

Background: The home sleep test requires the use of associated equipment and sensors in order to work properly. If you do not return the equipment to us, or return it damaged, we can not offer the test to future patients until that equipment is replaced.

Wireless Sleep Test

Late Fee (after 2 business days): \$35/day.

Background: Treatment of sleep apnea can be life changing, and in some instances even life saving. Your help in using the device quickly allows us to help you as quickly as possible.

Non-Use/Replacement Fee: \$185.

Background: Disposable sleep tests provide a tremendous amount of convenience as they can be used once and do not need to be returned. However due to their disposable nature, they can not be returned for a refund once issued. In addition, if the tests are not used, they can not be billed to insurance, and therefore are billed directly to patients.



Reactivation Fee: \$25.

Sometimes patients may have neglected to use the disposable device within the required time frame. In such cases we assume the patient is no longer interested in proceeding with the test and it is deactivated so that we can dedicate our time to other clients. If the patient changes their mind and decides to proceed with the test they may elect to reactivate the device so that they may complete the test.

Invoice Late Fee: \$30. Applied 30 days after the invoice date, and then after each 30 day period.

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Invalid payment (rejected check or declined credit card): \$30

Mailing of Medical Records by request: \$5 for first 10 pages. After that \$2.50 per up to 5 pages.

Background: Patient may access their records without cost via the patient portal. Patients may also have their records sent electronically to themselves or other providers without cost. Patients who need paper copies of their records are charged a reasonable and allowable fee to cover costs of shipping and handling.

Payment Program Installment Fee: \$5 per payment installment.

Shipping Fees (Insured patients):

Alice Nlight One-\$19.95; Disposable tests- \$8.95.

No-show and Late Cancellation Fee: \$40. This fee is applicable to patients who are not available for their appointment within 10 minutes of the designated appointment time and/or who cancel their appointment with less than 1 business days notice.