

## **Refund Policy:**

Gastroenterology Associates of Gainesville, P.C., Gainesville Endoscopy Center, LLC and Braselton Endoscopy Center, LLC are pleased to offer our patients the ability to pay their bills online by using a secure payment portal.

Please be advised this is a self-service portal and the amount entered in the payment field is the amount the submitter is agreeing to be charged. In order to submit a payment, the submitter will need the patient account number located on the statement. It is recommended the submitter review the most recent statement prior to submitting a payment. If the submitter feels an error with the transaction has occurred after submission of the payment the Billing Department will need to be contacted immediately. Once the Billing Department is notified of the error in question a review of the patient's account will be initiated.

Refunds will only result from overpayment, duplicate payment or additional payments received from insurance. Any overpayment or credit determined to be on the account will first be applied to any open account balances for the patient and/or guarantor at all three entities. Refunds are only issued by check and may take up to 30 business days to be processed. The Billing Department can be contacted at **678-997-2100** if the submitter feels an error with the transaction has occurred or if there are questions regarding a potential refund.

Thank you for choosing Gastroenterology Associates of Gainesville, P.C.!