

Medical Clinic of North Texas, PA
Refund Policy

If a patient has overpaid on a service, Medical Clinic of North Texas, PA (MCNT) will make every effort to refund the patient timely and accurately according to current rules and regulations.

Refund Guidelines:

If the patient discovers the need for a refund, then they will need to contact the MCNT Business Office at 817-514-5200. If it is determined a refund is needed, the refund will be mailed to the patient within 15 business days.

If MCNT discovers the need for a refund, then:

- * If the patient has a credit, and they also have an upcoming appointment scheduled within 90 days, an alert is added to the account with an expiration date of 30 days past the appointment date. The alert will notify the site that there is a credit available for the patient's next appointment.

- * If the patient has a credit but does NOT have an upcoming appointment, and has been seen within the current year, a refund will be sent to the patient.

- * If the patient has not been seen within 1 year, an attempt is made to contact the patient to receive a current address to mail the refund. If we are unable to contact the patient, the refund will enter escheats and be sent to the state after three years.