

OFFICE POLICIES

CO-PAY & CO-INSURANCE & DEDUCTIBLE & BALANCES ON ACCOUNT IS DUE BEFORE YOU ARE SEEN BY THE PHYSICIAN

- We accept Local Checks, MasterCard, Visa Card, Debit Cards & Cash
- If you do not pay the co-pay amount at time of service, there will be an extra \$20.00 charge added to your next visit. If all balances are not paid by your next appointment time – you will not be seen by the doctor.

OUTSTANDING BALANCES:

- All outstanding balances are due prior to all appointments and medication refills.

ALL PAYMENTS:

- If we DO participate with your insurance plan, your co-payment, co-insurance and/or deductible is expected at the time of your appointment. There may be additional balances over and above your co-payment, co-insurance and/or deductible due at the time of your appointment or afterwards depending on your specific insurance benefits plan.
- If you unable to pay at the day of visit, there will be a \$20.00 charge added to your account and it will be due prior to your next visit.
- If we DO NOT participate in your insurance plan or you have no insurance, full payment of all charges is expected at the time of your appointment.
- Your claim is your responsibility. We cannot guarantee your claim will be paid by your insurance company. Your insurance is a contract between you, your employer and the insurance company. *We are not a party to that contract.* It is very important that you understand the provisions of your policy. . **Any reductions, rejections or non-payment of your claim will be your responsibility.**
- For all balances over 60 days, there will be a \$10.00 per visit late fee charge. A finance charge of 2.5% per month per visit also applies for all balances over 60 days.
- All Balances over 180 days will be subject to be turned over to collections and be subject to discharge from the practice.

Prescription Refills: (Please try to request refills one week prior to running out of medications)

- Routine follow-up appointments (2-6 months) are required for all chronic medication refills including controlled substances. If you do not follow-up for your chronic medical condition we will not be able to refill your medications, so please keep all routine follow-up appointments.
- Please give our office a 48 hour (2 business days) notice to call in refills for a medication. Please check with your pharmacy 48 hours after the refill has been requested.
- No controlled substances will be called into any pharmacy, you will have to come to the office and sign for the prescription. A 72 hour (3 business days) notice must be given for all controlled substance refills.

NO SHOW APPOINTMENTS:

If you make an appointment and do not show up for the appointment without cancelling 24 hours in advance the following will occur:

1st No Show Appointment : You will receive a letter letting you know about the missed appointment.

2nd No Show Appointment : You will receive a letter and a \$ 20.00 charge for the missed appointment.

3rd No Show Appointment: You will be Discharged from the Practice.

SAME DAY CANCELLATIONS:

If you cancel an appointment the same day as your appointment, it is considered a “SAME DAY CANCELLATION”. After four (4) “SAME DAY CANCELATIONS” you will be discharged from the practice.

Limited Supply of Prescription Medications

The doctor will only write 30 day supply of any controlled substance medications (including pain, anti-anxiety, sleep, etc). NO "90 day supply" will be written for these types of medications.

Mail-Order Prescriptions:

- We will submit mail-order scripts electronically, if your prescription plan accepts electronic scripts and participate with Surescripts.
- All other mail-order scripts will be printed and you will be responsible for mailing the script to your mail-order company.
- We will not fax any scripts to mail-order if they do not accept electronic scripts.

Early Arrival:

If you arrive more than 15-60 minutes prior to your appointment time, the doctor will see you around your appointment time and not earlier than scheduled.

Late Arrival:

If you are more than 20 minutes late for your appointment, we will ask you to reschedule, or you may wait to be seen by the doctor, once his "on time" scheduled patients are seen.

Emergency for the Doctor:

If an emergency arises at the hospital, the doctor may have to leave the office to treat the patient in the hospital. You may wait for the doctor to get back or you may reschedule your appointment. If the doctor is running behind his schedule, we will inform you of the wait time and you are welcome to reschedule if you need to and cannot wait.

Medical Record Release:

All requests for transfer of medical record release will be completed in 7-14 business days.

Any forms that requires a doctor's signature:

If you need any forms (handicap tags, insurance forms, medication benefit forms, disability, FMLA, etc.) filled out by the doctor, you will need to give him **7-14 DAYS** to complete the forms. **THERE WILL BE A CHARGE FOR FILLING OUT PAPER WORK - \$20.00 or more.**

Copy of records:

If you need a copy of your records, there will be a **\$20.00** "copying charge".

Worker's Compensation and Auto Injury Claims:

We do not file Worker's Compensation claims or Auto Injury Insurance Claims: You will be required to pay for the doctor's visit and then you can submit the claim. We do not treat Worker's Compensation Injuries.

Please sign all the documentation and bring your insurance card (if you have insurance) to each visit. The doctor will not be able to see you if you do not sign all required documentation and provide your insurance card.

