

## IM SPECIALIST - Financial Policy – Updated 01/01/2020

Thank you for choosing us as your primary care provider. We are committed to providing you with quality and affordable health care. Please read and initial the spaces provided. A copy will be provided to you upon request. **PLEASE READ CAREFULLY**

### **Insurance Information and Coverage**

It is your responsibility to provide IM Specialist with all correct and updated insurance information at every visit. Failure to do so may result in denied claims and any balance will become your responsibility. You are responsible for knowing what your insurance will cover. Every plan is different and we have no way of knowing if a particular test will be covered or not. If you are unsure and are worried about the cost of any particular test or procedure, please contact your insurance company prior to having the test or procedure done.

**All co-payments and deductibles must be paid at the time of service.** This arrangement is part of your contract with your insurance company. Failure on our part to collect co-payments and deductibles from patients can be considered FRAUD. IM Specialist will review your account prior to your visit and will collect a standard fee of **\$95.00** any deductible that has not yet been met prior to your being seen.

### **Automobile Accidents**

If you are involved in an automobile accident, IM Specialist will bill your health insurance company. We do not bill third party insurance companies (auto insurance).

### **Work Related Injuries**

Our providers do not treat for work place or work related injuries. For these injuries you should speak to a workman's comp representative within your company to find an appropriate healthcare provider or seek care at an urgent care facility

**Claims submission.** As a courtesy, IM Specialist will submit your claims and assist you in any way we reasonably can to help get your claims paid.

**Statements.** Billing statements are sent monthly. It is expected that any balance due be paid within 15 days of receipt of bill. If your account is over **30 days past due**, you will receive a letter stating that you have 10 days to pay your account in full. ***IM Specialist has the right to refuse treatment to patients with outstanding balances.***

**Payment Plans.** IM Specialist will arrange a payment plan with you for outstanding balances **No payment plan can exceed a 3 month period.** IM Specialist does not provide payment plans for self-pay/cash patients.

**Collections.** If your account goes into collections IM Specialist will not schedule any appointments until the balance is paid in full. There will be a 5% collection fee added on any account that goes to collections.

## IM SPECIALIST – Special Fees- Updated 01/01/2020

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The following is a detailed list of the fees that IM Specialist charges that is above and beyond the office visit co-pay. Because some of our patients have had questions regarding our fees, we have developed this information sheet. Please read it, ask us any questions you may have. Please sign and initial the spaces provided. A copy will be provided to you upon request.

**Form fees.** We will be more than happy to complete any type of paperwork or letters you may need for various reasons (insurance forms, disability, statement of health etc.) An office visit **will be required** to complete these forms, your co-pay (if applicable) and form fee are due at time of service. IM Specialist does not bill or place accounts on a payment plan for these services. There is no charge for handicapped parking forms or excuse for jury duty letters.

<b>\$50.00</b>	Initial FMLA, FMLA Updates, Letters for reporting medical status/statement of current health
<b>\$45.00</b>	Sports Physical Fee
<b>\$75.00</b>	Disability Forms, Motorized Scooter Assessments
\$0.00	MVD Application
\$0.00	Biometric Screening form

**Medical Records.** As a courtesy to you, IM Specialist does not charge for releasing your medical records to physicians and/or specialists. We will release only the most recent notes, labs and x-rays. IM Specialist will not release records we received from another physician or hospital unless specifically requested. Any release of information **MUST** have a signed release. Once payment and/or signed authorization is received, your records will be released within 7 business days. Most insurance companies and lawyers will pay this fee upfront to us. Our charges are:

\$6.50	CD of medical records for personal use to patient
\$40.00	Lawyer request, life insurance companies etc.

I have read and understand the IM Specialist special fees form and agree to abide by its guidelines. If non-English speaking please sign below stating that you have had the above information translated for you and agree to abide by its guidelines.

Thank you for choosing IM Specialist as your Medical Provider. We are committed to providing you with quality and affordable health care. A copy will be provided to you upon request. **PLEASE READ CAREFULLY**

## Office Hours

Monday to Friday from 7am to 5pm with lunch taken between 12pm to 1pm  
We do answer phone calls during Lunch but do not have scheduled appointments.

## Emergencies and After Hours

If you are feeling a life threatening Emergency please call 911.

If you are not sure and you call our office please let the staff member know that it is an Emergency.

After hours, you will reach our phone service, follow the instructions and it will direct you to the number you should call to get a hold of the on call provider.

## Follow Up Appointments

Follow-up visits are a crucial part of providing you with the best medical care possible. These appointments allow your doctor to identify changes, evaluating the effectiveness of treatments and detect potential problems before they become serious. Patients who are not consistent with follow-up visits face the risk of serious complications or hospitalization, both of which are far more costly than a routine office visit.

## No Shows

Please call at least **24 hours** in advanced if you are unable to keep your scheduled appointment.

Less than **24 hour** notice means a Missed appt and you will be charged **\$50**. If you do not cancel and do not show to your appointment, it will be considered a NO SHOW. If you Incur 3 No Shows/Missed appt within a year, you may be released from the practice.

## Cancellations and Reschedules

When you repeatedly cancel or reschedule your appointment you are delaying your recommended medical treatment. If you incur 5 cancellations or reschedules within a 6month period *OR* 4 consecutively cancelled or rescheduled appointments you may be released from the practice

## Late Arrival

If you are more than 15 minute late to your appointment, you may be asked to reschedule your appointment.

## Appointment Confirmations

As a courtesy we provide a reminder appointment confirmation call two days before your scheduled appointment. *If we are unable to confirm with you, the appointment may be used to accommodate another patient with an immediate need.* Please make sure you provide us with your most current information.

## Test Results

We do not call patients with test results, instead we ask you to return as a follow up and discuss the results with the physician. Please have all your questions answered at the visit, just presuming that **NO NEWS IS GOOD NEWS** is not recommended. You can also access your results online by signing up for our web portal.

## Patients will be seen in the following order

Emergencies, Scheduled Visits and then Walk-In / Same Day Sick Visits.

## Medication Refills

- All medications will require regular follow-up visits at intervals to be determined by your provider. You should receive refills of most of your medications at each visit that will last until you are due to return.
- If you are overdue for your visit, your provider may provide enough medication to last until your scheduled appointment (maximum 2 weeks supply). This courtesy refill is at the discretion of the provider and does not apply to all medications.
- Refills can only be authorized on medications prescribed by providers from our office. We do not provide refills prescribed by specialists or other providers. Patients are requested to contact the prescribing physician.
- New symptoms or illness requires a clinic appt. We do not diagnose or treat over the phone.

## Controlled Medications

**Under No circumstances can these be called in. A Doctor's visit is required.**

We do not refill meds after hours /weekends /Holidays.

## Samples

We, at times, try to provide our patients with samples that are available to us. **This is not a long term solution to your prescription needs.** Please do not rely on samples.

**Personal Belongings:** IM Specialist is not responsible for your personal belongings. Please do not leave your items unattended.

**Specialist Testing:** Our office only performs labs and testing that is ordered by our physicians. With the exception of preoperative clearance, if you need to have labs drawn for your specialist you will need to go to an outside laboratory i.e. Sonora Quest or Lab Corp.

## Insurance Referrals

Many insurance companies require the primary care physician to evaluate and then document the necessity of the referral whether for a procedure or a specialist.

Such assessments cannot be made over the phone. So if you need a referral kindly call the office and make an appointment. Always check your insurance coverage under your policy. Some referrals can take 5 to 10 business days or longer depending on the circumstances.

## Medical Advice

Our staff is not authorized to provide medical advice over the phone. Providers are seeing patients during the day and if you need to reach them, the best possible way is to make an appointment. If your need cannot wait and it is not an emergency you can leave a message with the Medical assistant and your call will be returned within 1-2 business days. Kindly know the extension number you are leaving the message

## **Termination / Dismissal**

This can occur at the request of the physician and or the patient when the relationship is no longer proceeding in a mutually productive manner. If you are dismissed from the practice, emergency care can only be provided for the next 30 days to allow appropriate time to find another Provider. Patient can be dismissed from the practice due to the following

- failure to keep appointments
- Disrespectful to the staff (that includes the Front desk, back office, billing, providers...etc)
- Threatening, demanding, foul language use in the office premises
- Not following the office policies or the medical advice of the Doctor/Physician Assistant
- Not following with the specialists as advised.
- Providing inaccurate/insufficient information

## **DMV Application / Biometric Screening Form**

Although there is no fee to complete these forms, an appointment is required.

## **Other Tips to make the most out of your visit**

- Bring all your medications bottles with you to each visit
- If you have visited an ER or a Specialist please bring their business card and or notes so we can make proper notation and or obtain your consultations.
- Update your info at each visit at the reception desk. It is essential to have correct info for proper communication.
- Write your questions and discuss with the physician and prioritize. If you have many concerns we would be more then happy to schedule appointments for the future visits so none of your concerns are left unanswered.
- Medicine is not exact science and things can evolve, change, reappear or get worse at times. Please be sure to notify us of any development that is concerning to you so it can be evaluated in a timely fashion. Such communication is essential and we encourage you to do so.
- Ask for a visit summary before you leave the office. This is also available online if you have a Web Portal account with us.