

Women's Comprehensive Health Center  
Updated 1/1/18

## **APPOINTMENTS**

- **Annual exams:** Due to new insurance regulations, an annual exam covers preventive services only such as pap smears, mammograms, bone density, contraception. Insurance companies often pay for an annual exam yearly. Therefore, the majority of the time, we don't collect co-pays for annual exams. If your insurance company does not pay for your annual exam, you may be responsible for the visit. Ongoing chronic medical problems including medication refills and problem/acute ill visits are not included in a annual exam (this is defined by the government's visit coding, insurance billing and their reimbursement structure). If, during an annual visit, symptoms are discovered which must be documented, this will be reflected in the billing of the visit which you may be responsible for all or part of the costs and a copay will be collected at the visit.
- Annual exams are scheduled with our Nurse Practitioners. The Nurse Practitioners are trained and overseen by Dr. Scott. They frequently use Dr. Scott as a resource throughout the day/week especially when they encounter something they feel needs her attention. Dr. Scott handles our patient's more complicated, ongoing, chronic medical issues as well as surgeries.
- Appointment times vary in duration and time based on the type of visit required.
- Chronic medication refills can only be prescribed for a limited duration. Depending on the medical condition and medication being prescribed, regularly scheduled office visits are required to renew the medication and may require you to be seen more than once a year.
- Per state pharmacy guidelines, controlled medications can only be filled at an office visit. Also, limited quantities can only be given and require frequent office visits to renew these medications.

## **WAIT TIMES**

- We know your time is valuable. Our goal is for your wait time to be as short as possible. However, it takes our staff time to enter all your required information into your electronic health record to provide the best medical care and to submit your bill to the insurance company. Please be patient with all our staff and practitioners in preparation for your appointment and we apologize for any wait time you may have.

## **NO SHOW/LATE ARRIVAL TIMES FOR APPOINTMENTS**

- **We understand things come up that may make you late for an appointment or miss an appointment. However, we ask you to be courteous and call as soon as you know you may be late or cannot keep your appointment time. If you arrive more than 15 minutes late, you may be required to reschedule you appointment or your wait time may be longer in order to accommodate other patients who have arrived on time for their scheduled appointment.**
- If you no show for an appointment, a \$25.00 fee will be charged to you. For 3 or more appointments missed, we reserve the right to bill you for to the full appointment cost (which won't be covered by your insurance) and/or terminate the doctor/patient relationship.

## **PHONE/PORTAL MESSAGES**

- We offer what advice we can to address your concern. However, there are MANY times when we simply cannot offer medical advice over the phone or via the patient portal. We many need our practitioners to assess the patient/symptoms which cannot be done without seeing you. In addition, we do not prescribe new medications to you without seeing you first. We will not compromise the health care we provide to you by treating without properly evaluating you.

## **INSURANCE/BILLING**

- Healthcare costs are a patient's responsibility. Many patients choose to purchase health insurance. It is important to remember that health insurance is a product purchased by you or your employer to ease the cost of healthcare. Many times, health insurance only pays a portion of the office visit and does not cover all of the office visit cost. This cost will then be billed to you.
- We bill your insurance for your office visits as a courtesy to you. **It is the patient's responsibility to know their insurance policy at all times.** Patients should be aware of their benefits, including which physicians are in-network, covered and non-covered services, authorization requirements, deductibles, co-pays and co-insurance amounts as well as if a referral from your primary care provider is required to see us or another provider. If you are not familiar with your plan, we highly recommend you contact your carrier directly to obtain this information.
- We cannot bill your insurance unless we are provided the most accurate information from the patient. It is your responsibility to provide us this information at every visit. If you have any changes to your insurance or address, we must receive this information immediately so the claim can be processed correctly.
- Dr. Scott and Staff have extensive experience in billing insurance. We attend regular seminars and are up to date with the latest insurance regulations. We will not at any time falsify a diagnosis or visit code to help achieve payment. This is fraud and puts our practice in great danger. If a claim is rejected by the insurance, it is your responsibility to contact your insurance to resolve the denial quickly. It is not easy for our staff to correct a denial. We encourage you to appeal any rejected claims with your insurance as the insurance will make accommodations for the client since you are the purchaser of that insurance.
- The cost of charges for each office visit are determined by your insurance carrier and policy. Until your insurance company has processed the claim, we do not know the exact amount you will owe. Your insurance company will determine the amount you will owe. This typically takes up to 30 days to be determined.

## **OUTSTANDING BALANCES**

- **We feel that unpaid bills are an obstacle to the care of our patients. Patients are often hesitant to return to the doctor if their bill is outstanding which compromises their healthcare. We make every effort to collect outstanding balances to avoid this uncomfortable situation.**
- Balances not paid within 30 days will be charged per our financial policy.