



IMPORTANT INSURANCE POLICY / CLINIC UPDATES

(EFFECTIVE Mar 19, 2014)

Making an Appointment: Appointments are made during business hours only. When scheduling an appointment you must have your insurance information and referral number available (referral: HMO/PPO patients).

**Please note HMO insurance policies require that your Primary Care Physician (PCP) authorize a referral to medical specialists such as an Endocrinologist. If you have an HMO policy, contact your PCP to obtain the referral in advance of your appointment with us. Failing to do so violates the terms of your insurance policy and the carrier will not pay for your visit. Patients are also responsible for obtaining a referral for any services necessary per your policy. This can include; Initial visit, Follow up visits, CGMS, Ultrasound, Biopsy, Labs, etc.

You will also be asked to put a credit card on file. Your credit card will only be charged if you no-show your appointment or do not give 24 hours notice when unable to keep appointment. Patients who repeatedly miss appointments or repeatedly late may have their relationship with the practice terminated.

Co-payments and deductibles are due at the time of your visit per your insurance policy.

All patients seen in our clinic MUST have a Primary Care Physician to provide services not available at our office. This includes any urgent medical problems since we do not take "walk-ins." A PCP can perform routine health maintenance monitoring and also urgent care needs. If you do not have a PCP, please select one from your insurance providers list ASAP. We will forward a copy of our visit and any lab reports to the PCP after each visit. If you are "Self Pay," we can assist in referring you to the nearest PCP.



If you have an emergency problem, you should call 911. Reactions to medication, trouble breathing, chest pain, etc., should always be seen in an emergency room and not in a physician's office.

Medication Refills: At each visit you will be prescribed enough medication to last you until your next appointment. This does not include Antibiotics or Narcotics, these medications **MUST** be prescribed by your Primary Care Physician (PCP). To avoid any lapse in medication we suggest you request a refill from your pharmacy at least one week before you need it. Please allow three business days for refill approvals.

**Please note, for your refill to be approved, you must have been seen in our office within the last six months.

If you do call for a medication refill please be aware of our office hours Mon – Thurs 8am – 4:30pm and Fri 8am – 12pm (noon). Refill calls to the after hours answering service are not appropriate and will not be addressed until the next business day, please plan accordingly.

Insurance Prior Authorization: Certain medication requires a prior authorization from your insurance. Our staff will assist you in completing and submitting the insurance form. Please allow extra time for this process and request your refill a week before you need it.

Telephone Calls: To avoid delays in scheduling patient care, phone calls will typically be returned at the end of each day **AFTER** all clinic patients have been seen. Please do not leave numerous messages; this will only delay your return call. When leaving a message, please include your phone number and date of birth. If calling for a refill please provide your pharmacy phone number. Some questions/concerns cannot be resolved over the phone, and in these cases you will be asked to schedule an office visit. This includes questions pertaining to lab results or a new medical problem. Our clinic does not practice "Telephone Medicine." It is unsafe and puts you at risk for misdiagnosis and suboptimal care.