

## Complete Care Medicine Office Policies

### Office Policies

Thank you for choosing Complete Care Medicine as your primary care specialist. We welcome you! We are committed to providing the finest personalized and professional care possible for our patients. We hope the following information will help answer some of your questions and help you understand how our office operates.

### Office Hours

Monday through Thursday 7:30 am to 5:30 pm \*Friday 7:30 am to 4:00 pm

\*Friday afternoon is reserved for sick visits only and appointments must be made that same morning.

### Courtesy

We strive to provide the best medical care for our patients. While we make every effort to provide prompt on-time service, the healthcare needs of each individual do not necessarily lend themselves to an exact schedule. We therefore appreciate your understanding and patience. If you have any suggestions or complaints for our office, please let us know in a courteous manner so that we may improve. Angry or foul language directed to our staff regardless of the issue involved will absolutely not be tolerated and will be grounds for immediate dismissal from our practice.

### Scheduling Appointments

Appointments can be scheduled by phone, in person or online through the patient portal. We ask that all patients arrive 10 minutes before the scheduled appointment time.

### Appointment Information & No Show Policy

We make every effort to provide prompt medical care to all our patients. If you are unable to keep a scheduled appointment, please let us know 24 hours in advance. A NO SHOW is when a patient fails to keep a scheduled appointment. A second no show will generate a \$50 fee and third no show may require that you seek medical care elsewhere. In the event you have a special circumstance regarding your missed appointment, please contact our office manager. We understand that there may be issues beyond your control and want to be understanding of special circumstances.

If you are delayed and cannot make an appointment time, please call and advise us of your situation and provide an estimated time of arrival. **A delay of 10 minutes after your scheduled appointment time is an automatic reschedule.**

If you are a walk-in patient, please understand that there are patients who have scheduled appointments, and you will be seen at the next available time slot. We strongly encourage you to call the office for an appointment first.

As a result of recent healthcare reform and the changing medical environment we require that all patients 50 years and older be seen for a yearly preventative physical in order to address and screen for preventable illnesses. In general, we do not recommend combining your **YEARLY PHYSICAL** visit with **regular office** visits as your insurance may not pay for both when done on the same day. It is also more difficult for our providers to properly address additional concerns when only enough time has been allotted for your yearly physical. Regular office visits when combined with yearly physicals may result in additional charges being dropped to your responsibility.

Due to the current nature of insurance-based medical practices, we ask that you limit your regular office visits to **1-2 medical problems**. Should you have more medical issues that need to be addressed, please inform our staff when calling for appointments, and we will schedule more time for you accordingly. Your provider may also have you return for follow-up visits in order to address your additional concerns. At CCM we strive to provide the best medical care possible and when too many problems are addressed at the same time, our providers often feel rushed and overwhelmed due to time constraints and do not feel that they can adequately and thoroughly address your needs.

Multiple family member appointments must be scheduled in advance. Family members who are present at the time of another member's appointment and do not have their own appointment, will be required to schedule their own appointment if they wish to discuss their medical issues.

### **Supervision of children & minors present without parents or legal guardian**

For safety reasons, we depend on parents to properly supervise their child(ren) at all times. Our staff cannot watch your child(ren). Under no circumstances should a child under the age of 10 be left unattended. We also require a consent form signed by a parent or legal guardian to legally provide medical care to minors 16 & 17 years of age when a parent or legal guardian cannot be present. Minors 15 years of age and younger must be accompanied by a parent or legal guardian.

### **Fees & Payments**

Payment in full is due at the time services are rendered unless we are submitting charges to your insurance company. **Co-pays and deductibles are due at the time of service or your appointment may be rescheduled. In order to decrease your final cost, if you have a deductible plan, our office collects \$100 for a new patient visit and \$80 for follow up visits until your deductible has been met.** We accept all major credit cards. We also accept money orders, cashier checks & cash. Please note that we do not accept checks over \$40. Those patients without proof of coverage may be required to pay in full or be asked to reschedule their appointments. If we are not contracted with your particular insurance plan, you must pay in full at time of service. A copy of your driver's license will be taken. You will be given a copy of our charge slip to submit to your insurance company for reimbursements purposes.

Even though we will bill your insurance, WE ARE NOT responsible to negotiate a settlement for a disputed claim. Billing your insurance does not necessarily ensure payment by the insurance company nor does it release the responsible party from its financial obligation to our office for any unpaid balance. In case of an insurance partial payment, the balance is due by YOU and we will send you a billing statement. Balances over **120 days** due may be sent to a collection agency unless other arrangements have been made. A \$50 fee may be assessed on accounts placed in collections. A \$25 service fee will be charged for returned checks due to insufficient funds. We may also elect to discharge you from our practice should you fail to comply with our policy. Should you require a payment plan, our office manager will be glad to discuss your options with you.

### **Insurance Claims/Billing**

Complete Care Medicine participates with most major insurance carriers. As a courtesy to our patients, we will file insurance claims for those insurances with which we participate. However, please note knowledge of your insurance contract and its limitations, co-pays and deductibles are not our responsibility. Any denials or adjustments made by your insurance company are ultimately your responsibility. If you fail to provide us with all the correct information, you will be financially responsible for the office visit charges.

Dr. Herrera and Dr. Smith are primary care providers; therefore some insurance companies may require you to make one of them your PCP in order for us to treat you.

### **Insurance Policies & Forms**

Our office will submit claims for insurance carriers with which we participate. At Complete Care Medicine, we are dedicated to offer QUALITY and often times go above the standard of medical care for our patients. To this end, it is **YOUR RESPONSIBILITY** to know your particular insurance plan benefits. **Comprehensive physicals, immunizations, certain laboratory tests, procedures and prescribed medications including nutritional and herbal supplements may not be covered.** Prior authorizations may be completed at the discretion of our providers. We therefore cannot guarantee that all services and therapies we provide or recommend are covered by your insurance. We also cannot just change billing codes in order to modify insurance coverage as it is illegal and fraudulent. We strongly encourage you to contact your insurance carrier ahead of time and verify appropriate coverage.

We also require proof of current insurance at check-in for every visit. Is it essential that you provide all the necessary information about your insurance, both primary and secondary. Since changes in insurance coverage are frequent, it is our policy to obtain a copy of your insurance card(s). Please be prepared to present your card(s) at each visit. In case of a new insurance policy where a card has not yet been issued, a copy of the enrollment form specifying the insurance company name, phone number, employer and his/her phone number, insured employee name, date of birth and social security number will be required.

### **Prescriptions**

Please have your pharmacy fax your refill request to our secure office fax line at (480) 457-8885. In most cases, expired prescriptions can also be refilled in this manner, provided you are up to date on required exams and laboratory testing. We do recommend routine follow-up visits **at least every 6 months,** depending on your medical needs. Refills will therefore be provided in general for up to **6 months,** exceptions may include oral contraceptives and other long-term medications, at which time our providers may prefer to see you. Refills of prescriptions medications that fall under the general category of **CONTROLLED SUBSTANCES** such as **narcotics and certain mood-altering medications** will require visits every **30-90 days.** Please be aware that refills may take up to **72 HOURS** to process, so please plan accordingly. Your refill request may be denied should you fail to comply with this policy.

In an effort to ensure that there are no adverse interactions between medications, we request that you allow us to download any electronic records of your medications. By signing these policies you authorize Complete Care Medicine to access these medication histories.

### **Pain Medications**

Here at Complete Care Medicine, we recognize chronic pain is real and at times debilitating. We also realize that the medications that are used to treat chronic pain have a high potential for abuse and addiction. Furthermore, we believe that special training and experience is required to properly control chronic pain without causing addiction. For that reason, we do not treat chronic pain but prefer to refer our patients with chronic pain to a pain management specialist. Although we may use short term narcotics to treat acute, new onset pain, we will not write long term or certain types of narcotics. If you are under the care of a pain management specialist and wish to change specialists, we suggest that you obtain your monthly refill and then allow us to assist you to find a new specialist before your medication(s) run out.

### **FMLA & Disability Forms**

In general, we do not complete or perform Long-Term Disability Forms & Evaluations. We do require that FMLA Forms & Short-Term Disability Forms be discussed IN PERSON during our regular office hours, at which time our providers may refer you to appropriate specialists for further evaluation and management. These forms also require an additional \$40 charge on top of your visit as they cannot always be completed in full during the office visit and will need to be completed by our providers after regular office hours. We require at least 72 hours to complete these forms and sometimes they can require much more time.

### **Medical Records & Forms**

All requests for medical records must be on a HIPAA approved form, which must be properly and completely filled out and signed by the patient or legal guardian. Improperly filled out forms may delay your request. Please allow at least **5 BUSINESS DAYS** for processing.

Medical records released to a new provider, specialist or school for continuity of care, will be forwarded as a courtesy at no charge.

Medical records released to the patient, some insurance companies, law firm or miscellaneous requests are subject to copying fees.

In the event that this practice ceases to operate or is sold and medical records do not remain in the same physical location, you will be notified at least 30 days prior and instructed on how to obtain your records and where those records will be maintained.

### **Referrals**

When your provider suggests a specialist evaluation or diagnostic testing that requires a referral, we will make every effort to provide this for you as soon as possible. Some referrals require insurance preauthorization and cannot be processed immediately. Insurance guidelines prohibit us from backdating referrals. We require at least seven business days for the processing of routine referrals.

### **Labs/Testing/Imaging**

Our office staff will notify you of all normal labs or studies requiring no further workup or referral over the phone. If the results are abnormal, you will be required to be seen and results will be given to you in person. We realize your time is valuable, however, as abnormal results usually require additional testing or planning, we prefer to deliver them in person.

### **After Hours**

When an EMERGENCY arises, and you need to get in touch with our on-call service, you may call our office at 480-457-8800. You will be directed to our on-call service personnel, who will then provide you with appropriate instructions. As a reminder, this option should only be used in emergencies. Please be aware that as a general rule **we DO NOT call-in antibiotics or medication refills**, and under **NO CIRCUMSTANCES will narcotics be called to the pharmacy**.

Prescription refills, appointment scheduling, and long term illnesses should be handled during routine office hours.

**IN A LIFE THREATENING SITUATION, PLEASE CALL 911 IMMEDIATELY.**

**By signing this form, I acknowledge that I have read and understand Complete Care Medicine's office policies.**

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Relation to Patient (Circle): Self Mother Father Spouse Other: \_\_\_\_\_

Signature: \_\_\_\_\_