



# New Tampa Internal Medicine Patient Policies

## Financial Policy

New Tampa Internal Medicine is committed to providing you the best medical care. In order to achieve this goal, you must have a clear understanding of our financial policy which is important in order to sustain a professional relationship.

As a patient entering our practice, we will require identifying information, including a current Driver's License or State ID Card, and insurance ID cards.

**Payment Methods:** Cash, Checks, Visa, MasterCard, and Discover.

**Uninsured, Out-of-Network, or Self-Pay Patients:** Payment is due in full at the time of service.

**Insurance Billing:** It is your responsibility to know your benefits and how they will apply to your treatment by the doctor. NOI will follow the insurance contract guidelines for billing and collections. Please verify if New Tampa Internal Medicine is a preferred provider with your insurance plan prior to receiving services. HMO & EPO Patients: You are responsible for obtaining authorization and approval for treatment with your Medical Group or PCP prior to treatment.

**Covered California:** New Tampa Internal Medicine is participating in Covered California through Health Net and Blue Shield.

**Co-pays & Deductibles:** All co-pays, unmet deductible, or patient share of cost is due at the time of service. For co-pays not paid at the time of service, \$15 Administrative Fee will be added to cover the cost of billing and collections.

**Surgery Deposits:** Deposits are due in full prior to the scheduled procedure. Deposit amounts vary based on your share of costs and include any unpaid deductible or co-insurance. NOI charges only for professional services provided by your physician. You will receive separate billing from the facility where your procedure is performed, the anesthesiologists and other assistants that your surgeon may require.

**Durable Medical Equipment (DME):** DME is provided as ordered by your physician. Your insurance will be billed in accordance to your insurance coverage guidelines; however, you will be responsible for any unmet deductible and co-insurance rates. Some DME products are not covered by insurance, in which case, you will be notified of the item and its cost. DME is intended for single patient use only and is not subject to returns.



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**Medical Records:** All Medical Record requests are subject to a clinical preparation fee of \$15.00. For diagnostic films, such as an X-ray, MRI, and CT scan, you will be charged the actual cost of films printed. The actual cost of shipping and handling will be added if applicable.

**Forms:** There is a \$25.00 fee for any form that requires a doctor's signature. This includes nongovernment disability forms, travel cancellation, employer forms, and any other miscellaneous requests or forms. This is not payable by insurance and must be paid upon request.

**Referrals for Physician & Ancillary Services:** When being referred to an outside organization as part of your care (i.e. Physical Therapy, MRI, DME Providers, Physicians, etc.), New Tampa Internal Medicine does not verify if these organizations are preferred providers with your insurance plan. Please verify this directly with your insurance company prior to obtaining services.

If you choose to seek care at a non-preferred/non-participating provider for ancillary services, you may be responsible for higher copayments and costs in excess of your insurance company's allowable amounts, up to the non-preferred provider's total billed charges. Patients accept the financial responsibility for any additional cost for service when obtaining services from a non-preferred/non-participating provider regardless of being referred by New Tampa Internal Medicine. For assistance locating a preferred provider for ancillary services, you may contact your insurance company directly.

**Returned Checks:** A \$25.00 fee will be charged for any returned checks. We will be unable to accept your check for any services thereafter.

**Outside Collections:** If unable to make payment in full, contact the billing department immediately to make payment arrangements. If the account is referred for collections, you will be responsible for the balance of your account plus a collection agency charge of 25% of the balance and reasonable attorney's fees. If your account becomes delinquent or is referred for collections, your provider and/or any collection agent of your provider has authorization to obtain your credit report to assist them in the collection of your bill.

**No show/Cancellation:** If any cancellation or no shows is not done within a 24 hour notice – will result in a service charge of \$25.00.



## New Tampa Internal Medicine Patient Policies

### Notice of Privacy Practices

We understand that medical information about you and your health is personal. As the custodians of the information in your medical record, we are committed to protecting the privacy of your information as required by law, professional accreditation standards and our internal policies and procedures.

The Notice of Privacy Practices explains your rights, our legal duties and our privacy practices. It also describes how medical information about you may be used and disclosed and how you can get access to this information. The policy in its entirety can be requested from the receptionist or found on our website. Please review it carefully. For your convenience the following is a summary of the information discussed in the notice.

- Our Pledge
- Your Personal Information
- Our Privacy Practices
- How We May Use or Share Your Information for:
  - Treatment
  - Payment
  - Health Care Operations
  - Notifications and Special Circumstance and the Law
  - Marketing and Research
- Your Written Permission
- Other Restrictions
- Your Rights
- Changes
- Questions or Complaints

Your agreement only acknowledges that we have made available for your review a paper copy of our Notice of Privacy Practices and have retained a copy of this acknowledgement as required by law.

**Health Information Exchange:** This practice participate in sending other healthcare providers patient information according to nationally recognized standards and in compliance with federal and state law that protects your privacy.



## New Tampa Internal Medicine Patient Policies

### Prescription Refill Policy

The patient is responsible for knowing when medication(s) will need to be refilled. The specific protocol is outlined below. All patients are requested to execute acknowledgement that they have read the protocol and agree with its requirements.

- It is the policy of New Tampa Internal that medications will only be refilled between 8:30am to 5:00pm, Monday – Friday.
- **No prescription refills will be given on Saturday, Sunday or holidays.**
- At least 48 business hours are needed to process a refill request.
- Early refills will not be authorized.
- Medications or prescriptions will not be replaced if lost or misplaced.
- If your physician is not in the office, or is unavailable, you may have to wait until he/she returns for medication refills to be authorized.
- Non-controlled/non-narcotic prescriptions require a follow up appointment every 3-6 months.
- Controlled-substances/narcotic prescriptions require a follow up appointment every 30-90 days.
- Prescriptions may be picked up between 8:30am – 1:00pm and 2pm – 5pm. Our office is closed for lunch from 1pm – 2pm.
- When picking up a prescription for a controlled substance, you may be asked to provide a valid form of picture identification.
- Dr. Zubair Farooqui of New Tampa Internal Medicine do not routinely prescribe narcotics on a long term basis, nor do we administer narcotics by injection at any of our office locations. Individuals who are seeking “pain killers” for chronic use will be advised to make an appointment with a pain management.

### Medication Acknowledgement of Driving Impairment

While you are under the care of your Physician, you may be prescribed medication that could impair your ability to operate a motor vehicle, heavy machinery or equipment.

Please refrain from operating a motor vehicle under the influence of prescribed medications that impair judgment. Arrange for proper transportation and use the proper precautions when taking prescribed medications. If you have any questions, please ask your Physician or your pharmacist.



## New Tampa Internal Medicine Patient Policies

### **Acknowledgment of Driving Impairment DME**

While under the care of your Physician, you may be fitted into Durable Medical Equipment, or DME (Cain, Walking Boots, Shoulder Slings, etc.). While the DME is to be utilized to protect or support your condition, by wearing the DME, it may impair your ability to operate automotive vehicles.

You might not be able to operate a vehicle safely due to the use of your DME, please arrange for proper transportation and use the proper precautions. If you have any questions regarding this matter, please ask your Physician.

### **Diagnostic Testing Results**

While under the care of a Physician/Provider with New Tampa Internal Medicine, you may be sent to have diagnostic testing performed (MRI, CT-scan, bone scan, lab work). It is the patient's responsibility to return to the office to receive the results of any diagnostic testing. Most testing is completed at an outside facility. It is the patient's responsibility to obtain the results of all tests in addition to ensuring all outside results are sent to the Physician's office prior to the follow up appointment. Reports may be faxed to (813) 252-2772.