

# Service Statement Acknowledgement of SimplyCare

**OFFICE HOURS:** Monday – Friday 8 am – 5:00 pm **At Lunch from** 1 pm to 2 pm **Walk-in Hours:** 8am to 11:30am and 2pm to 4:15pm

**Appointments:** Our goal is to see you as close as possible to your scheduled time. If our provider gets behind schedule more than 20minutes you will be notified of the expected delay when you arrive. If another provider is available at the time you will be given the option to see an alternate provider or to reschedule.

**Walk-ins:** You will be worked in to see the doctor(s) between scheduled patients. We see **all scheduled patients first**.

**Cancellations / 'No Shows'** – We expect you at your scheduled visit time because we reserved that time slot for you to see the doctor. If you do not show up for your appointment this waste the doctors time and interrupts the scheduled patient flow. Accordingly, we handle 'no-shows' as follows: If you do not call us to cancel or reschedule at least 24hrs in advance this is considered a 'no-show' and

- 1) **You will be charged a \$25 fee for each 'No-show'**
- 2) **If you have excessive 'no-shows' (3or more in 6mths) you will not be allowed to schedule an appointment for the next 6 months but may still use the walk-in clinic.**

**After Hours Calls:** After hours, emergency calls will be directed to the on-call physician voice mail. After you leave your emergency message our phone system will notify him/her. They will listen to your request and if they decide it is an emergency they will call you back to discuss the situation with you. Although at this time there is no charge for these consultations, your doctor reserves the right to charge for this in the future at their discretion.

**Prescription Requests:** The fastest response is to use the **Patient Portal** if you do not have one of these we encourage you to sign up. Please provide all of the information as requested to expedite your request. The request along with the information you provide will be sent electronically to your doctor to review. If they approve it, it will be sent to your pharmacy. However, if your doctor decides that they need to see you before approving a prescription you will be contacted and advised to schedule and appointment. **Your prescription request will be called or sent in by the end of the business day. Please check with your pharmacy after 5pm. Please Note:**

- 1) **If your prescription has NO refills you must come see the doctor for a new prescription! If your refills have run out, you must come in to see the doctor.**
- 2) **We do not refill prescriptions except during office hours, and by law we cannot refill any controlled substances over the phone or by fax. We Do Not Call In Narcotics!!!!!!**

**Referrals:** Patients who are in a managed care plan requiring a referral authorization should request one **at least 5 days** before a visit to a specialist. If you do not do this it may result in your insurance denying payment and make you the patient responsible for the bill. Thus, you are responsible for knowing your own insurance plan requirements for advance referral authorizations. There are too many for us to know them all.

**Insurance Billing:** We will submit the charges directly to your primary insurance if you authorize it. We will submit secondary insurance for you. After your insurance(s) completes payment to us you are responsible for payment of any allowable remaining balance, which we will then mail you a statement requesting the remaining allowable patient amount. You will receive a second bill 30 days later for remaining balance(s). IF you are unable to make payment in full before 60 days you may call our billing department and make installment payment arrangements to avoid having your account go to collections.

**Co-payments/ Deductibles:** are **always collected** at the check-in desk before you see the doctor. If you **do not** pay then you **will not** be seen.

**Self-pay Patient:** If you are 'self-pay' for the first visit you are expected to pay, \$100 (new patient) and then \$60 for each follow-up visit. **Any additional charges for shots or procedures will be expected after the visit is complete.**

**Auto Accident Patient:** If you are being seen for an auto accident you will be responsible for paying the full balance of the day of the visit. We will give you a summary of your office visit charges for you and submit to the auto-insurance company. We cannot bill your regular medical insurance for these claims.

**Workers Compensation Visits:** If you are being seen under a workers compensation claim you must have a completed injury form from your employer for billing and reporting purposes prior to being seen or you will be treated as a Self-pay patient. We cannot bill your regular medical insurance for these claims.

**Routine Physicals:** It is **your responsibility** to find out if your insurance company will pay for the physical that you want. Some will pay and some will not. **It is your responsibility to know your insurance coverage not ours.** (There are too many for us to know them all). **Medicare Patient-** Medicare covers physicals once a year and has to be **EXACTLY** a year from the date.

**Patients in Collections:** Patients with Old unpaid balances in collections **will not be scheduled** for appointments unless approved by the billing dept. Generally collections balances must either **be paid in full or a payment plan set up** with our billing dept. before you can be seen here again.

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

**Date:** \_\_\_\_\_