

Allergy and Asthma Specialists of Greater Washington
A NOTICE TO OUR PATIENTS REGARDING OUR OFFICE POLICY

In an attempt to keep our patients informed and to insure proper reimbursement for services rendered, we ask that you carefully read the following instructions. By working closely together toward this goal we can provide you with better care and to avoid confusion in the future.

Insurance Coverage: We currently participate with a number of health plans. This does change periodically. Therefore, you may wish to inquire as to our participation with your particular plan. By signing the necessary forms at the time of your registration we can file your insurance claims for you. Please be aware that as medical providers, our relationship is with you and not your insurance company. Problems relating to your coverage should be handled between you and your carrier. HMO patients are responsible for securing and managing their referral forms for their services.

Payment Policy: It is the patient's responsibility to be informed as to your insurance coverage. We cannot adjust charges or diagnosis codes after services are rendered. If your insurance carrier denies payment, it is our policy that these amounts are to be paid within 60 days. We will bill you for charges allowed, but not paid, by your insurance plan. Co pays are required at the time of your visit. Otherwise, you will need to reschedule your appointment. If you do not have insurance coverage, charges must be paid in full at the time services are rendered. Repeat mailings for statements is costly. Unacknowledged invoices over 90 days old will be forwarded to our collections agency for further collection efforts. Accounts over 90 days that are over \$500.00 may be turned over to an attorney for legal action. Charges associated with these actions will be the responsibility of the patient.

Lab/Radiology Results: These results will only be discussed during an office visit. It generally takes 5-7 days for results to arrive from other facilities. You can assume your results will be available on your follow up appointment. Occasionally results do not make it to our facility, please have the name and phone number of the facility available on your next visit. You may contact our office before your appointment to ensure the results have arrived.

Cancellations: We require a 24-hour notice for cancellations. A fee will be assessed for appointments not kept and notification not provided. This fee is not reimbursable by insurance.

Prescription Refills: Generally prescription refills will be completed at your scheduled office visit, which allows us to best assess your medication requirements. If otherwise necessary we require at least 72 business hours for prescription refills. Please contact your pharmacy first and they will contact our office for completion of this request.

Emergency Phone Calls: We ask that only emergency phone calls be placed to our "on-call" providers. Please do not call for any prescription requests, including antibiotics, after office hours.

Forms and Letters: All forms and letters requiring authorization for administration of medications will be completed at your scheduled office visit. This includes but is not limited to; schools, athletics, daycare, and camp letters and forms. Completion of forms and letters outside normal office visits will be assessed a fee. This is to verify the current status of the allergic condition and the need for the medication to be appropriately assessed.

To Recap:

1. 24 hour notice for appointment cancellations to avoid a "no show" fee.
2. Unpaid balances are processed for collection after 60 days without response on the account.
3. Prescription refills require at least 72 hours advance notice. Contact your pharmacy first.
4. All forms are to be filled at your scheduled office visit. There may be fees incurred for duplicated forms, form completions, letters, etc.
5. HMO patients are responsible for management of their referral.

PATIENT NAME

PATIENT SIGNATURE

DATE