



# OCEAN OBSTETRIC & GYNECOLOGIC ASSOCIATES

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**732-695-2040      FAX: 732-493-1640**

Dear Patient,

We are honored that you have chosen Obstetric & Gynecologic Associates, LLC for your obstetrical and/or gynecologic care. All of our physicians maintain privileges at Monmouth Medical Center, Jersey Shore Medical Center and Riverview Medical Center. We strive to provide the highest level of care in a friendly, nurturing environment. Please visit our website, [www.OceanOBGYNonline.com](http://www.OceanOBGYNonline.com) to find out more about our practice.

Please carefully review all policies listed, as they must be adhered to when you become a patient with our practice.

## **OFFICE HOURS**

The office is open Monday through Thursday 8:30am to 7:30pm and Friday 8:30 am to 3:30 pm, excluding Holidays. A physician is available 24 hours a day. **However, the hours outside of normal office hours are for emergencies and deliveries only.** Please be aware it may be necessary to cancel or move your appointment due to emergencies.

## **PRESCRIPTION REFILLS**

Please request prescription refills during your appointment. **If you need a prescription refill, please call the office during routine office hours only.** Please leave all requested information including the medication name, dosage, how often taken each day and what time of day taken, one or three month supply requested and number of refills, and a pharmacy fax number. We DO NOT call in prescriptions, only fax them. This gives us a written copy of what we do. If any information is missing, there will be delay in your prescription request being processed. We will make every effort to process your request within 2 business days. Patients must be seen before a new prescription will be written (medication not being taken on a daily to monthly basis).

## **OVER THE PHONE MEDICAL MANAGEMENT**

**Patients requesting medical management of a condition outside of regular office hours** (at night or on weekends) that is not related to obstetric care will be charged a **\$35.00 fee to be paid in full before their next office visit.** Please note this service is not covered by your insurance but is available for your convenience should you elect not to wait for a visit in our office. All non-obstetrical emergencies outside of office hours will be referred to the emergency room in order not to delay evaluation and treatment. Obstetrical evaluation outside of routine office hours will take place on Labor & Delivery at the hospital.

## **Missed Appointments:**

There will be a \$25.00 charge for missed appointments. We require at least one business day notification if you are unable to keep your appointment. If you are more than 15 minutes past your appointment time you may be required to reschedule in order to prevent prolonged patient waiting times.

**Completing Forms and Copying Charts:**

There is a \$10.00 charge for completing any form other than disability forms relating to surgery or pregnancy. We ask for 4 business days to complete the form. Expedited (24 hour) service is available for \$25.00 per form. We charge \$1.00 per page for the copying of records up to \$100.00 maximum as provided by NJ Law.

**PAYMENT POLICIES AND PERMISSION FOR TREATMENT****Payment:**

Payment is due at the time services are rendered. We accept cash and checks ONLY. Per our contracts with the insurance companies we must collect all co-pays prior to your office visit, or your visit will need to be rescheduled. Our office will bill your primary insurance company as a service. If you have questions about your bill **please** ask for our Billing Specialist so we may provide answers and a resolution to your concerns. We are unable to **verify and confirm coverage due to the overwhelming patient load**; you will only be responsible for your co-pay and deductible at the time of your visit. **Please note: You are responsible for all visits, labs, and procedures not covered by your insurance. You are responsible to know your policy's terms!**

**Copays:** Copays are to be paid in full at the time of each appointment or procedure. If you request our office billing service to bill you for your copay a \$10.00 processing fee applies.

**Deductibles:**

If your deductible has not been met you will need to pay for our charges until the deductible is met. If there is an overlap in payments we will issue a refund upon request, or it will be applied to future visits.

**Percentages due (co-insurance):**

If your insurance policy only pays a percentage of your visit or surgery an estimate of your amount owed will need to be paid the day of your visit or prior to your surgery. The percentage is based upon the allowed amount. If there is an over payment we will give you the option of a refund or having it will be applied to future visits, based on your request.

**Billing Invoices:**

If you receive a bill from Ocean Obstetric & Gynecologic Associates, LLC the amount due is to be paid immediately. Payment plans are available only if approved by our office in advance with a minimum payment of \$50.00 per month. Please contact the billing office for details.

**Returned Check Policy:**

Any returned checks will require complete payment in cash or certified funds for the amount of the check plus a \$35.00 processing fee.

**No Insurance Coverage:**

All payments are due at the time of service. If you have any questions, you are required to ask the receptionist before being seen by the provider.

**Collections:**

Bills not paid within 45 days from the day the bill was sent will be referred to a Collection Officer unless you have contacted the office and already started a payment plan before the 45 day time limit. A \$25.00 processing fee will be assessed on any account referred for collections. **If you are sent to collections, our office will no longer be able to provide routine services to you.**