



**ALL PATIENTS:** **Please read each section carefully and initial** *If you have any questions, do not hesitate to ask a member of our staff. This form is scanned into your medical chart once you've signed it to indicate that you've agreed to abide by the practice policies. [Request a copy if you need it for your own records]*

**A) APPOINTMENT POLICIES:****Please Initial to Accept:**

1. Our automated appointment reminders are a courtesy and **patients are responsible for keeping track of all appointments**. We require a minimum of 24 hours notice when cancelling or rescheduling any appointment and a \$35.00 late cancellation fee will be charged for all appointments that are missed or canceled with less than 24 hours notice. Please note that missing *three* appointments in **24** consecutive months without 24 hours advance notice, is grounds for dismissal from the practice.
2. **Please arrive 5-10 minutes** before your appointment time to allow enough time for check-in before you see your provider. If you are 10 or more minutes late for your appointment, we will try to accommodate you but if we're unable to do so and need to schedule a new appointment, there is a \$35 charge.
3. We set aside **40 minutes for all new patient appointments** to allow sufficient time for the provider to review all your details and establish a patient-provider relationship with you. Any new patient who misses their first appointment without the required 24 hours advance notice will not be able to make any further appointments.
4. Our comprehensive team based philosophy of care requires that all patients be seen by one of our physicians once every 3 years.
5. We **strive to minimize any wait time**; however, emergencies do occur in this setting and will take priority over a scheduled visit. In such cases, we would appreciate your patience and understanding, knowing that we would do the same for you.
6. To allow the appropriate time and care for your annual **physical exams**, please schedule a separate appointment for any acute issues you may be experiencing. The physical exam is prevention focused, not problem focused. If you have a new health problem or other illness(es) that need to be addressed during your physical, the treatment of additional diagnoses may result in additional charges.
7. The providers at our office **do not determine long term disability** for any of our patients. However, we are able to refer you to a specialist who could see you for this purpose.
8. We **do not manage Worker's Compensation** issues but can refer you to the appropriate provider.

**B) MEDICATIONS/PRESCRIPTION REFILL POLICIES:****Please Initial to Accept:**

**PLEASE NOTE:** *Just as we cannot treat an illness over the telephone, we cannot prescribe medications over the telephone.*

1. All patients need to allow **72 hours** (3 business days) for us to process prescription refills. Please plan accordingly as renewals and refills are handled Monday through Friday between 9am and 4pm. Same day refill requests will not be processed.
2. If you need to refill a non-controlled medication, please **call your pharmacy** and have them submit an electronic refill request if your renewal is due.
3. Please remember to bring your prescription bottles and details of any over-the-counter medication to your first visit, and have an updated medication list available at every subsequent appointment.
4. Strictly no refill requests or adjustments will be handled after hours or on weekends by our on-call provider. Also, our evening and Saturday hours are reserved only for medical emergency and acute illness. We do not have nurse, prescription, or billing staff available during these hours.
5. Patients need to be seen in our office for us to refill any medication: every 30 days for chronic opiates and *at least* every 6 months for other medication, or more frequently depending on medication and diagnosis as advised by the provider.
6. Any patients who need controlled medication will need to sign our medication contract and be seen in our office at least once every 90 days or more frequently if determined by your healthcare provider. DEA Regulations require frequent urine testing as well and this is in no way a judgment on the individual.
7. **Urine drug testing** may be performed before any controlled substance medication is prescribed, and at random intervals.
8. No controlled substances will be prescribed for any patients who test positive for illicit drugs.
9. Please note: We **do not prescribe suboxone** at this medical facility.

**C) FINANCIAL & BILLING POLICIES:****Please Initial to Accept:**

The Patient Financial Payment Policy has been developed to help our patients understand their financial responsibilities related to their healthcare and to answer any questions regarding patient and insurance responsibility. If there are any questions regarding your health care benefits, you should contact your health plan with the phone number located on your insurance card.

1. **Co-payments are due at check-in.** Please plan accordingly. A \$10 service fee will be applied to all co-pays not made at the time of service.
2. Patients with **high-deductible health plans are responsible to pay in FULL at time of visit** until your deductible has been met. A \$25 service fee will be applied if no payment is made at the time of service.

3. **Self-pay patients are expected to pay in FULL** at the time of the visit unless prior arrangements have been made.
4. For all scheduled appointments, **please expect to pay outstanding balances at your visit**, before being seen.
5. We accept cash, check & credit card (*credit or debit*) payments. Credit card payments can also be processed by phone or electronically through the secure patient portal. The card can also be stored securely on the portal for future use to avoid having to re-enter each time.
6. A \$25.00 fee will be charged for any check returned for insufficient funds and we do not accept post dated checks.
7. If any balance remains after your initial payment at your scheduled visit and a statement is sent, your **payment is due within 3 weeks** of the receipt of your bill.
8. If prior payment arrangements have *not* been made with our billing office, any account balance outstanding longer than 60 days will be charged a \$10.00 billing fee. Any balance outstanding for more than 120 days is grounds for dismissal from the practice.

**D) INSURANCE PLAN POLICIES:**

**Please Initial to Accept:**

*Your health insurance plan is a contract between you and the insurance company. We are not part of that contract. As the patient, it is your responsibility to understand your insurance benefits and coverage and the guidelines and limitations set forth by your insurance. Please note : Certain health plans require that specific routine tests and screenings be performed, which may or may not result in an extra charge to the patient.*

1. The list of insurance plans we participate with is updated as necessary and posted at our front desk and on our website. It is your responsibility to check if we are participating with the insurance you are choosing and that we are in network with your plan.
2. It is your responsibility to **provide us with your current insurance card prior to being seen at each office visit**. This is imperative for us to be able to bill your insurance on your behalf.
3. If your insurance plan requires you to choose a Primary Care Physician it is your responsibility to inform them of your chosen doctor. Failure to do so will result in denial of your claim(s) and you will be responsible for payment.
4. It is your responsibility to understand your insurance plan's covered services and participating laboratories. For example,
  - a) Not all plans cover *sports physicals, hearing screenings, EKG, spirometry, shots, freezings, biopsies*, etc. If these are not covered, you will be responsible for payment.
  - b) If you have a high deductible plan, any additional treatments or services done may be applied to your deductible.
  - c) Some plans require the use of specific participating labs. If you have labs done by a non-participating lab you may incur additional lab fees.
5. In most cases, we must approve the need for a specialist before an appointment is made. It is your responsibility to know if a written referral or authorization is required to see specialists, whether preauthorization is required prior to a procedure, and what services are covered. Per your referral notice from our office, it your responsibility to check whether your health plan is in network with the referred specialist as their office may hold you responsible for payment.

*By signing below ...*

- *I authorize direct payment to Churchville-Chili Family Medicine of all medical benefits otherwise payable to me/my family member under the terms of my/their insurance. A copy of this authorization is deemed as effective and valid as the original.*
- *I know that I am financially responsible for all charges whether or not paid by insurance. In the event that Churchville-Chili Family Medicine pursues civil remedies against me for the collection of my financial obligations for services rendered, I hereby agree to be responsible for reasonable collection, billing, and/or attorney fees and disbursements incurred by Churchville-Chili Family Medicine.*
- *I authorize the release of any medical information necessary to process insurance claims and/or comply with my health plan audit requirements and I assign benefits (including Medicare) of such claims to this practice. This includes any sensitive information contained therein, such as HIV-related information, substance abuse diagnoses and treatment, mental health related care, etc.*
- ***I acknowledge that I have read the above information and have provided information that is true and correct to the best of my knowledge. I agree to the above terms and will notify Churchville-Chili Family Medicine of any changes.***

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PRINT NAME OF PATIENT OR GUARANTOR

\_\_\_\_\_  
SIGNATURE OF PATIENT OR GUARANTOR

\_\_\_\_\_  
DATE OF BIRTH

\_\_\_\_\_  
TODAY'S DATE

<p><b>DEPENDENTS</b> (under age 18 who are also patients at CCFM)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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