



For 25 years, CCFM has been committed to providing its patients with quality care. Building and maintaining healthy provider-patient relationships through communication is an important part of this. Every year, we summarize all the fundamental policies regarding **A) Appointments, B) Medication & Refills, C) Financial & Billing and D) Insurance Plans** in this **PPP document**. Patients are required to review and sign below to acknowledge that you have read all sections. Our **Notice of Privacy Practices** is posted on our website and at our entrance. By signing below, you acknowledge that you have been informed of this. Please note: You may request a printed copy of the PPP document and/or Notice of Privacy Practices at any time. Thank you in advance for your cooperation in achieving our mutual goals. **We take your health care seriously. Failure to comply with your plan of care may result in release of care from our practice.**

A) APPOINTMENT POLICIES:

Please Initial to accept

1. Although we offer appointment reminders as a courtesy, **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. An acute same day appointment, scheduled and cancelled on the same day, will also incur the fee as we could have used that time for another patient. Please note that missing *three* appointments in **24** consecutive months without 24 hours advance notice is grounds for our withdrawal from your care.
2. **Please arrive 10 minutes** before your appointment to allow enough time for check-in before you see your provider. If you are 5 or more minutes late for your appointment, we will try to accommodate you but may need to schedule a new appointment, and there will be a \$35 charge.
3. We set aside **30 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. Although preventative care is an essential part of our care, we typically do not do the annual physical exam at the initial visit for any individuals over age 30.
4. 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.
5. At CCFM, we practice comprehensive healthcare. More than just the routine primary and chronic care services, we prioritize preventive medicine and schedule annual physical exams. This helps identify and prevent many chronic and otherwise fatal health problems.
6. To allow the appropriate time and care for your **annual physical exams**, a separate appointment is required 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, it is important to know that 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.
9. Please notify our office at the time of scheduling your appointment if you require **forms to be completed**. Allow up to 3 business days. Some forms can be processed without an office visit, but patients still need to allow 3 business days for the provider to review and complete any paperwork.
10. This facility upholds a **strict anti-violence policy**. Patient and staff safety is a priority and aggressive behavior is not acceptable. Also, if a patient possesses any items used for personal protection (*such as a knife, gun, mace, taser, etc.*) please leave those at home or locked in your vehicle during your visit.

B) MEDICATIONS/PRESCRIPTION REFILL POLICIES

Please Initial to accept

Our providers cannot treat an illness or prescribe medications over the telephone.

1. Allow a minimum of **3 business days (weekdays only)** for us to process prescription refills. Please plan accordingly as renewals and refills are handled Monday through Friday between 9am and 5pm only. Same day refill requests will not be processed.
2. For non-controlled medication refills, please call your pharmacy. They will submit an electronic refill request to our office.
3. Please bring your prescription bottles and 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. Our evening & Saturday hours are reserved primarily for medical emergency & acute illness. We do not have nurse or prescription staff available during these hours.
5. Our standard of care requires that patients be seen in our office for us to refill any medications as follows:
 - a) **Controlled medications** – patients are seen in our office once every three months. This may vary depending on the individual patient's medication contract, type of medication and dosage as determined by the provider.
 - b) **Non-controlled medications** – every four to six months, depending on medication and diagnosis as determined by the provider.
6. **Important info regarding opioids or other controlled substances that you need to be aware of before joining our practice:** Sometimes new patients are being prescribed these medications by their previous physician. The medical staff at CCFM is not obligated to "take over" these medications. The previous prescriber is obligated to ensure safe transfer to a willing prescriber or a safe taper off of opioid therapy. We rarely prescribe opioids for chronic pain not due to a malignancy. We may refer you to Unity Chemical Dependency or to a Pain Clinic for chronic pain medication prescribing, taper you off of controlled medications, or reduce your medications to a dose the prescriber feels appropriate. Studies have **not** shown an improvement in functionality or quality of life with long-term opioid use. You need to be aware of this before joining our practice.
7. Any patients who need controlled medication will be required to sign a medication contract which is updated at least once a year.
8. Urine drug testing may be performed at random intervals and at the discretion of the provider prior to prescribing any controlled substance medication. DEA Regulations also require frequent urine testing, and this is in no way a judgment on the individual.
9. No controlled substances will be prescribed for patients who test positive for illicit drugs or marijuana, due to possible medication interactions.
10. Please note: We **do not prescribe suboxone or methadone** at this medical facility.

C) FINANCIAL & BILLING POLICIES

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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.** This is not only our policy, but your insurance company requires us to collect all co-payments, coinsurances, and deductibles. Please plan accordingly. There will be a \$10.00 service charge if copay is not paid at the time of service.
2. Patients with **high-deductible health plans are responsible to pay at time of visit** until your deductible is met. Since the amount various insurance apply to deductibles vary so widely we are collecting **\$100 for established patients** and **\$150 for new patients**.
3. **Patients without insurance 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.**
5. Appointments scheduled after 5PM, on Saturdays and Federal holidays may be subject to a small charge, depending on your insurance coverage.
6. 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.
7. A \$25.00 fee will be charged for any check returned for insufficient funds and we do not accept post-dated checks.
8. 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.
9. 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 your release 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. 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.** The list of insurance plans we participate with is updated as necessary and posted at our front desk and on our website.
2. Our office does not accept Medicaid, or Medicare with the exception of Medicare Advantage Plans such as MVP Gold, BCBS Senior.
3. 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.
4. 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 any unpaid visit.
5. 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.
6. In most cases, we must approve the need for a specialist before an appointment is made or before a procedure or test is scheduled. 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 is 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 acknowledge that I have been informed of the **Practice Policies & Procedures (PPP)**.
- I acknowledge that I have been informed of the **Notice of Privacy Practices**.
- 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 paid by insurance or not. 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.

PRINT NAME OF PATIENT OR GUARANTOR

SIGNATURE OF PATIENT OR GUARANTOR

DATE OF BIRTH

TODAY'S DATE

DEPENDENTS
(under age 18 who are also patients at CCFM)

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