

Women's Health Specialists, PLLC

Patient Financial Responsibilities and Policies

Thank you for choosing Women's Health Specialists, PLLC for your medical needs. We are committed to providing the highest quality of medical care and to do so with the compassion, understanding and professionalism that will promote lifelong relationships. The following patient financial responsibilities and policies have been established to assist in achieving this goal.

At every visit, please make sure you have all insurance cards and photo identification as well as any other forms that may assist us in processing your claims correctly.

No Insurance: If you are not covered by insurance at the time of service, please be advised that you will be responsible for all charges incurred at the time of service. If, for any reason you are unable to pay the balance in full, you will be required to speak to our billing administrator to make payment arrangements.

Appointments: In order for us to be timely and keep our office running smoothly, we need you to be on time for your appointments. Due to our new electronic check in system we ask our patients to be to our office 30 minutes before their scheduled appointment time. If you are more than **fifteen (15) minutes late**, you may be asked to reschedule your appointment.

Returned Check: there will be a twenty five dollar (\$25) charge assessed for any check returned by our bank for any reason.

Billing: It is your responsibility to understand your insurance and deductibles. Once you receive and Explanation of Benefits (EOB) from your insurance company stating what they have covered and what you are responsible for, it is your responsibility to pay that portion.

Collections: Accounts that are not paid within ninety (90) days from the date of service may be sent to our collections department. At this time, you will be given the opportunity to make payment arrangements. Debit and credit card payments are available. If acceptable terms cannot be reached to satisfy the past due balance, the patient may be dismissed from our practice.

Medical Records: We will provide a copy of your medical records upon request for a twenty dollar (\$20) administrative fee. Please allow up to three (3) days for this request to be processed.

Prescription Refills: When calling for a prescription refill, have your pharmacy fax us a request. Please have the name of the medication, dosing information, and preferred pharmacy ready when you call. Please allow seventy two (72) hours for prescription refills. **Plan ahead so you don't run out of important medications.** We cannot refill medication that were not prescribed from our office or medications for patients we have never seen or haven't seen in the past year. We don't ever prescribe new medications, controlled substances such as pain medication, or antibiotics over the phone.

Lab Results: Please call ahead to schedule an appointment. Hours for the lab are 8:30am to 4:30pm Monday through Friday. We have an in office LabCorp technician so please make sure your insurance doesn't require you to use a different lab. Please allow ten (10) days for your Pap Smear results before calling the provided number. For most general labs and urine cultures the results could take from one to four (1-4) days to come in. Biopsy results can take anywhere from three to five (3-5) days.

Paperwork/Forms Request: If you need to have FMLA, Short Term Disability, Proof of Pregnancy, Return to Work, or other forms completed we ask that you please allow one (1) week in order to have the paperwork completed.

Dismissal Process: There are several reasons that a patient may be dismissed from our practice. A few reasons are as follows:

- Failure to keep scheduled appointments or frequently “no-showing”
- Being verbally or physically abusive to staff
- Failure to meet financial obligations
- Failure to stay medically compliant to your Doctor's request