

Affiliates in Internal Medicine Office Policies

We would like to thank you for choosing Affiliates in Internal Medicine Associates as your medical provider. We have written this policy to keep you informed of our current office policies.

Office Hours: Our Hillsborough location is open Monday - Friday, 9am – 4pm (times may vary)
Our Far Hills location is open Monday, Tuesday and Thursday 9-4pm and Friday 9-12pm. (times may vary)

Appointments: We see patients by appointment only. Same day appointments are usually available for urgent or sudden illness.

After Hours and Emergencies: For a serious emergency call 911 right away. If you are not sure and you call our office, please be sure to tell the person who answers the phone that it is an emergency. After hours you will reach our answering service. They will page the provider on call for emergencies only. **Please note that prescription refills and referrals are not considered emergencies and will not be done after hours.**

Urgent Need or Sudden Illness: We have a limited number of same day or “work-in” appointments available every day. Please call early in the day, as these spots fill up quickly. If there are no available appointments with your physician and/or location, the receptionist will offer an appointment with the first available physician or nurse practitioner at the specified location or transfer you to the nurse who will discuss your needs with a physician and determine what you should do.

Cancellations: Please call within 24 hours if you are unable to keep your scheduled appointment to avoid a no show fee. This also allows us to provide that time slot to another patient.

Running on time: We know your schedule is busy and that your time is valuable. If someone who arrived after you is called before you, they might be having blood drawn or seeing a different provider. Please be patient as we are now electronic and the process takes a bit longer.

Lab Work: We have an in house labcorp phlebotomist to draw our patient's labs. If your insurance does not prefer labcorp please make our front desk and the phlebotomist aware so we can make other arrangements. Please know your insurance plan lab preference prior to your appointment.

Labs Ordered by Other Physicians: We do not routinely draw lab work which has been ordered by other physicians. However, we will fulfill this request if you are here for an appointment. If another physician wants blood tests, but cannot draw them in his/her office, please ask that physician for a form to take to the lab of your choice.

Test Results. Should you have any laboratory work or other diagnostic testing done through our practice, you will be notified of the results as soon as they are available (usually within 5 working days from the test date). All results must first be reviewed by the physician. You will then receive a call from the doctor's assistant or a card in the mail with the physician's instructions.

Complete Physical Exams: We believe that routine, annual complete physical exams with screening lab tests are very important to the maintenance of good health and we require one annually for each patient. However, insurance benefits vary. Some policies cover “wellness” and others cover visits when you have a complaint. Please learn about your benefits prior to your appointment so you will know what is covered by your insurance plan and what you may be billed for.

Prescriptions and Refills:

- The best time to get a prescription refill is at your appointment.
- If you need to call for refills, don't wait until you have run out. Most refills require the doctor's approval. If your doctor is out for the afternoon, it may be the next day (or Monday) before it can be authorized.
- Don't go to the pharmacy to wait for your prescription to be called in. Call them first to see if it is ready.
- Refill requests can take 24-48 hours to be approved and sent to the pharmacy.
- Please make us aware when you request the refill that it is for a mail order pharmacy and not local.
- Some prescriptions cannot be called in. The prescription must be printed for you to pick up.
- **Prescriptions will not be called in after hours or on weekends. There is no access to your chart and we may not be able to help you.**

Samples: We sometimes offer you samples to help you try out a new medication before you purchase it. Remember that samples are not a long term way to fill your prescription. We do not always have samples of your medications. Please do not rely on samples for medications you take long term.

Narcotics: We do not prescribe narcotics for chronic use. We do not call in narcotics after hours because you have to pick up a written script from the office. If you require use of narcotics, our physicians will refer you to a pain management specialist.

Affiliates in Internal Medicine Financial Policies

We have written this policy to keep you informed of our current financial policies.

No Insurance: Payment will be due at the time of service. As a courtesy if you pay your balance in full at the time of service you are eligible for a 30% discount. If you are unable to pay your balance in full, you will need to make prior arrangements with our Billing Coordinator, partial payments will be subject to the full charge amount.

Insurance:

- *We ask that you present your insurance card to us at every visit.* If you fail to provide us with the correct insurance information at each visit, you may be responsible for payment for all services provided.
- If your insurance company requires you to pick a Primary Care Physician (PCP), one of our physicians must be the PCP listed on your insurance card, if you fail to have that changed prior to your appointment you will be responsible for payment.
- It is your responsibility to make sure that our physician is in your plan. It is also your responsibility to know your insurance benefits.
- We are contracted with most insurance plans. If you are not insured by a plan we are contracted with, payment in full is expected at the time of service. If you are insured by a plan we are contracted with but don't have an up-to-date insurance card, payment in full for each visit is required until we can verify your coverage.
- Your health insurance contract is between you and your insurance company. **Knowing your insurance benefits is your responsibility.** Any questions or complaints regarding your coverage should be directed to your insurance carrier.
- At the time of service you will be responsible for all fees that are not covered by your insurance, including co-pays, co-insurance, deductibles and non-covered services or items received. The co-pay cannot be waived for visits excluding (Annual physicals/Annual Well Woman Visits) by our practice, as it is a requirement placed on you by your insurance carrier. We strive to be as accurate as possible in calculating your responsibility but, with so many variations in policies and fee schedules, we are not always exact.
- You may receive a statement from our office for any balance due. For your convenience we accept cash, checks, credit cards (Visa or MasterCard), and money orders. Credit Card payments are also accepted by phone.

Billing: If you receive a bill from us, it is because we believe the balance is your responsibility. Please contact your insurance company first, if you think there is a problem. If you have any questions about your bill, please call our office. If you cannot pay your entire balance, please call to make payment arrangements.

Account Balances: You will be mailed a monthly statement and payment is due upon receipt. *All accounts with a balance due over 60 days will be assessed a monthly service charge of \$25.*

Return Checks: There will be a \$15 out of pocket charge assessed for any check returned by your bank for any reason.

Disability, Insurance Forms, CDL Forms: There will be a charge of \$25.00 for the completion of medical forms. Please note you may be required to schedule an appointment if the Doctor requires updated information/testing. Payment is due at the time that you pick-up these forms. Please allow 7-10 days for the completion of these forms.

Referrals: It is your responsibility to know if your plan requires referrals to specialists and/or diagnostic facilities. We require 72 hours notice for our office to process and you must submit the following for us to process your request: appointment date, doctors name, phone number, fax number, address, and the reason for your visit. Failure to do so may result in your referral being denied by your insurance company and therefore making you responsible for any and all charges incurred at the specialist's office. If the specialist/facility agrees to keep your appointment we will not be responsible for denial from insurance, and we will not backdate or make calls to insurance to try and get approval. **Referrals will not be done after hours or on weekends. We cannot authorize a referral while you are in the doctors office for the appointment and we cannot backdate referrals.**

Precertification: It is your responsibility to know if your plan requires pre-certification/pre-authorization for procedures. If you should need pre-authorization please notify our office of the facility you plan on making the appointment with, as well as the procedure you are having done. Please note we can only authorize procedures our doctors order. This process does take 7-10 days and is only done on Wednesdays.