

Conroe Endocrinology Center  
150 Pine Forest Dr. Suite 103  
Shenandoah, TX 77384  
Tel.: 936-755-4238 Fax: 936-755-5979

### **OFFICE POLICY**

#### **Assignment of Benefits:**

By signing the Assignment of Benefits form patient of our practice will certify that all information he/she provided is correct. Patient (or his/her dependent(s)), authorize Conroe Endocrinology Center to apply for insurance benefits on patient's behalf for covered services rendered by Conroe Endocrinology Center provider/physician or by his/her orders. Patient requests that payment be made directly to my physician or party who accepts assignments. Patient understands that he/she is financially responsible for all charges whether paid by insurance or not. Patient is hereby authorizing the physician to release all medical information necessary to secure the payment benefits. In Medicare assigned cases the physician agrees to accept the charge of determination by the Medicare carrier as the full charge, and the patient is responsible only for the deductible, co-insurance, or not covered services.

#### **Medical Record Policy:**

It is the patient's responsibility to obtain all necessary medical records prior to their appointment. Conroe Endocrinology Center will assist patients by providing them with Medical Record Release Form. After it is filled out and signed by patient of Conroe Endocrinology Center we'll forward the Form to the previous provider. Conroe Endocrinology Center will not assume responsibility for any financial charges from previous provider associated with such request, this will remain a responsibility of the patient. Conroe Endocrinology Center will not assume responsibility to expedite delivery of previous medical records from other providers, this will remain a responsibility of the patient.

If you wish to request your full medical record from our office you will need to sign the Medical Record Release Form and will be need to pay the **\$25 ADMINISTRATIVE FEE.**

#### **Appointment Cancellation/No-show Policy:**

Conroe Endocrinology Center would like to provide patients with individual attention and the highest level of medical care. We provide patients with the opportunity to schedule appointments via phone for all available slots or Patient Portal for selected time slots. We remind patients about appointments 24-72 hours prior to the visit. We will try to make every effort to accommodate your needs when it comes to managing your health, and we would like to provide you with upmost care and the time required for doing so. Please try to allow the same courtesy to us and other patients, by notifying us as soon as possible if you cannot keep scheduled appointment so that we can make it available for other patients. After the first offense, we are instituting a **\$25 NO-SHOW VISIT FEE** for cancellations with less then 24h notice. We reserve a right to wave this fee on the grounds of extreme circumstances (like hospitalization within less than 24 hours of scheduled appointment).

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### **Laboratory and Other Test Results:**

A follow-up appointment will be necessary to discuss a patient's test results unless a prior arrangement was made between the patient and the treating provider to discuss results over the phone or via Patient Portal. No test results will be transmitted via e-mail.

### **Communications with Practice:**

Patients may contact Conroe Endocrinology Center by phone, fax, regular mail, Patient Portal, or during their appointments. Please use the Patient Portal for all electronic communications about your health. Patient Portal is a secure way to exchange information about your health in an HIPPA protected manner. Our email domain is a HIPPA compliant, but patients' email may not be secure enough to receive information from us. When we will establish secure text messaging, we will be using it as a mode of communication as well. Please understand, our primary objective it to be accessible for you, without compromising your privacy and health protected information. All communications transmitted via fax/voicemail or Patient Portal will be answered within 24 business hours. Regular mail communications will be addressed within 5 business days from the time mail was received.

It is a patient's responsibility to report to the Emergency Room if they require immediate medical assistance and the staff of Conroe Endocrinology Center is not immediately available.

Patients can elect a designated individual (or individuals) who can receive or discuss patient's healthcare related information. Name and contact information of designated individual(s) will be recorded and updated at the time of the visit, or by patient via Patient Portal. Referring providers will be considered designated individuals unless patient will specify otherwise.

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### **Prescription Refills:**

Please request refills at the time of your appointment. Alternatively, you can request your pharmacy to request refills for you, but please be aware that we will approve refills based on your next scheduled follow-up appointment. If you are using a mail order pharmacy, please notify us 14 days prior of when your medication is due to run out.

We can only refill prescriptions that our office prescribed to you, we will not refill medications prescribed by providers not from our office. Please be advised that refill requests will be addressed only during regular business hours; our on-call staff will not process refills.

It is important to keep your scheduled appointments to ensure that you receive timely refills. Repeated no shows or cancellations will result in a denial of refills. All prescriptions require a follow up appointment; your follow-up will be specified by your provider.

If you have any questions regarding your medications, please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted/changed, please contact us immediately. New symptoms or events require a clinic appointment. Your provider will not diagnose or treat over the phone.

### **Prior Authorizations on Medications:**

Some medications require prior authorization. Depending on your insurance, this process may involve several steps by both your pharmacy and your doctor. The providers and pharmacies are familiar with this process, and will handle the prior authorization as quickly as possible. Typically, your insurance will notify you and your provider. Neither the pharmacy nor the provider can guaranty that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates. If our office will learn that authorization was denied, we will attempt re-authorization; and if unsuccessful, we may need to change your therapy.

Your provider may choose to change your therapy to medication within the same therapeutic class and you will be notified about this change by either our office, or your pharmacy.

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### Financial Policy:

Thank you for choosing Conroe Endocrinology Center. We are dedicated to providing the best possible care and service to you. We regard your understanding of our financial policy as an element of your care and treatment. For your convenience, we have outlined our payment policy below.

**1.** Payment for all services provided by our practice is expected in full, at the time of service. We bill insurance companies that we have a participating agreement to, as a courtesy to you. We will only require you to pay the authorized co-payment, deductible or non-covered services, at the time of service.

**2.** If we have not received payment from your insurance company within 45 days of the date of service, you may be expected to pay the balance in full. You are responsible to be sure all charges are paid, whether by you or your insurance carrier.

**3.** If you are a member of a health care organization that Conroe Endocrinology Center does not have a participating agreement with, we will prepare and submit a claim for you. This means your insurer will send the payment directly to you, and the charges for your care are due at the time service was rendered.

**4.** Medicare patients are responsible for their co-payments and any items deemed “medically unnecessary” by Medicare. In the event your health plan determines services to be *not covered* you will be responsible for the complete charge.

**5.** If you are enrolled in a managed care insurance plan (i.e. HMO), you must receive a referral from your primary physician before seeing one of our specialists. Retroactive referrals are not guaranteed.

**6.** If you are unable to remit payment at the time of service, please call our office prior to the appointment to arrange a payment plan. Conroe Endocrinology Center is using Athena Collector for collection of payments for services. We accept cash, personal checks, and credit cards (Visa, American Express Master Card, and Discover). If credit card transaction resulted in Return Item Fee/Non-Sufficient Funds (NSF) following **NSF \$20 FEES** will be due from the patient.

**7.** Conroe Endocrinology Center reserves the right to turn any patient over to collections if it is deemed that the account has been in default of the payment obligations, or compliance of this policy. It is understood and agreed that Conroe Endocrinology Center shall recover all costs and expenses incurred in the collection of any such delinquent amounts.