

New Patient Paperwork

To provide you with the highest quality of treatment in an efficient manner, we offer three choices to turn in your new patient paperwork. It is important that you fill out your paperwork completely. If we have not received your completed paperwork within 5 days of your scheduled appointment date, your appointment will be rescheduled to a later date.

- **Patient Portal** -You may complete your paperwork on the patient portal. Go to our website at www.ucpmk.com, select the patient portal icon, select the “log in” button and enter your user name and password. Your username and password are given at the time of scheduling. For example: John Doe was born in 01-01-1955. We give you the generic password “password1” Below is how John Doe should enter his log in information.

Username	Jdoe1955
Password	password1

Note: Please notice that your username and password are all lower case. Once you enter the patient portal, you will be asked to change your password.

- **Mail or Deliver** -You may mail or hand deliver your completed paperwork to the address below

University Center for Pain Management c/o Referral Department 1934 Alcoa Hwy
 Building D, Suite 474 Knoxville, TN, 37920

- **Fax** - Or fax your completed paperwork to 865-305-8695 Attn: Referral Department

Listed below is a list of items you need to bring with you for your initial consultation visit

1. Valid Photo ID (Driver’s License)
2. Current Insurance Card (s) – Primary and Secondary Insurance
3. Copay or patient responsibility payments for procedures (Check, Cash or Credit)
4. You **must** bring a CD with your MRI and/or X-ray, ***imaging and reports.***



We are located at UT Medical Center in Building D, Suite 474.

- From Alcoa Hwy, take the exit toward UT Medical Center/ Cherokee Trail
- Continue straight, cross Cherokee Trail onto the UT Medical Campus
- Turn at the first right
- Take the first ramp on the right to park under building

- You are considered an **interventional patient** (medications will **not** be considered as part of your care plan), please arrive **30 minutes** early for your appointment.
- You are considered a **comprehensive patient** (medication management may be considered as part of your care plan), please arrive **45 minutes** early for your appointment.
 - **If you are a comprehensive patient and your care plan does require both medications and injections, you must receive both from our practice. We will not prescribe controlled substance medications on your first visit and we will not prescribe controlled substances if you receive pain management injections from another practice.**

It's important to know that your first visit is a consult ONLY. Medications and/or procedures will not be given on your first visit. If you feel you are going to run out of pain medications(s) before your consultation, contact your PCP or referring provider for a medication refill.

Patient Policy and Procedures

At University Center for Pain Management of Knoxville, we work hard to give our patients the necessary information they would like to know. Please read these pages carefully as they contain answers to questions you may have about possible insurance issues, office and narcotic medication policies. Your financial agreement is predicated on these policies and procedures.

1. **Insurance Plans, Government Coverage, and Self Pay** – We are in network with many major insurance plans and other payers, including Medicare and Medicaid. Please refer to our website at www.ucpmk/insurance.html for a comprehensive list of our participating insurances and coverages. It is your responsibility to make sure that we have your most recent insurance or payer card(s) on file. If your coverage changes before your next visit, Self-pay patients or those who do not have insurance coverage, will be expected to pay the full amount at the time of service. It is your responsibility to understand your insurance and or other payer terms. We file to your payer as a convenience to you and you are ultimately responsible for your bill.
2. **Co-payments and Deductibles** - We are a specialist doctor's office. Be sure to look on the front of your card for specialist copay amounts. Your insurance plan or other payer may also include a deductible. **Copays and deductibles must be paid before your visit with your physician.**
3. **Non-Covered Procedures**- Our physicians are highly trained and consider the best course of action for your pain diagnosis. Unfortunately, some insurance plans may feel that some procedures are not considered a beneficial treatment and therefore do not cover the expense. Our nurses work very hard to get your procedures authorized by your insurance. If your insurance is still not able to give us permission to perform the needed procedure, we will ask for the payment in full at the time of service.
4. **Patient Responsibilities**
 - a. All patients must complete their new patient paperwork before their first visit with the physician.
 - b. You will also be responsible for obtaining a CD with your **MRI Imaging and reports** if they were done outside the UT Hospital system.

5. **Our Physicians** – University Center for Pain Management of Knoxville is composed of a collaborative team made up of highly trained physicians and nurse practitioners. This allows for a united and consistent treatment with any physician you see.
6. **Failure to Pay Balances** – If your account is past due, you will receive a letter from our billing office. It is possible that you might not be able to schedule another appointment until the financial matter has fully been resolved. It is important to stay in communication with our billing office to avoid collections. ***You may contact our billing office at (865) 588-0880.***
7. **No Show and Cancellations** - Please know that there will be a \$50.00 charge for any missed doctor appointment, and a \$200.00 charge for any missed procedure appointment without a 24-hour notice. This is strictly enforced as to accommodate patients that would benefit from an earlier appointment opportunity.
8. **Late Arrivals** – We may re-schedule your appointment if you are greater than 10 minutes late. Be sure to allow yourself enough time to park or to find necessary in-hospital transport to be in our office and signed in at your appointment time.
9. **Urine Drug Screens**- We are temporarily using an outside vendor (**AvuTox**) to process our urine drug screens. Please direct all your billing questions to **AvuTox** at **(855) 928-8869**.
10. **We accept cash, personal checks, Mastercard and Visa. Returned checks are subject to a \$XX.YY service fee.**
11. **Narcotic Prescription Medications** - Any controlled substance prescriptions provided to you by our practice will be subject to our Controlled Substance Therapy agreement. You will be asked to sign this agreement when your physician has made the decision to manage your controlled substance medications.

NOTICE



The FDA has issued a Black Box warning on patients who use benzodiazepine simultaneously with narcotic pain medication. Benzodiazepines are also known as; Alprazolam (Xanax), Chlordiazepoxide (Librium), Chlorazepate (Tranexene), Diazepam (Valium), Lorazepam (Ativan).

Per FDA Guidelines, this practice will NOT prescribe narcotic pain medications to those who are currently taking benzodiazepines.