

INSURANCE AND FINANCIAL POLICY

All office visit co-payments, deductibles and co-insurance for professional services are due at the time they are rendered. Please let us know immediately if you have a financial question or problem because we do not wish to cause embarrassment or hardship for any patients.

As a courtesy to our patients, we will be happy to bill your health plan if you provide us with the necessary information. If your health plan has changed since your last visit, it is your responsibility to inform our staff of the change, to ensure proper resolution when processing your medical claims.

To help better serve our patients, we ask that all patients get to know the details of their insurance policies thoroughly. There are always limitations and exclusions to coverage. Becoming familiar with the coverage of your insurance will help combat any misconceptions during the billing process. Please contact your health plan if you are unsure about what is covered or not-covered.

Please note that any balance unpaid by your insurance carrier will become your financial obligation. If your health plan has not paid your claim within 45 days, you may be billed.

If you have an insurance plan that requires referral, you will need to contact your primary care physician and have them forward a referral to our office. We may not be able to see you if a referral is not on file with our office by the scheduled appointment date, unless you decide to pay out of pocket.

RETURNED CHECK

If you pay by check and your check is being returned to us due to “insufficient funds” or for whatever reason, there will be a \$30.00 service fee. We will no longer receive check payment from you and all future payments must be paid in Cash or by Credit Card only.

APPOINTMENTS

Office hours are by appointment only. Our staff and physicians will make every effort to accommodate urgent add on requests. Patients arriving early for their appointment may not be taken until the scheduled time, to avoid delaying other patients unnecessarily. Patients arriving late for their appointment may need to reschedule. For your appointment, please bring with you all medical records, lab results, x-rays and/or MRI results for the doctor’s review during your consultation. Or, have your referring physician, PCP and/or previous Rheumatologist send your records to us as soon as possible to make certain we have them prior to your scheduled appointment. Without records your rheumatology specialist may not be able to complete your exam. Please call your referring physician in advance of your appointment to make sure your records have been sent.

MISSED APPOINTMENT

We reserve your appointment exclusively for you. We request 24 hours notice for rescheduling or cancellation of an appointment so that we may schedule another patient on our waiting list. Failure to cancel or reschedule your appointment within 24 hours of scheduled appointment will result in a \$30.00 office fee. 3 consecutive “NO SHOWS” will result in a discharge of care.

DISABILITY FORMS

Patients applying for disability needs to be reviewed by Dr. Chimata first in order to determine eligibility. Should your forms be subject to completion, a separate fee of \$95.00 will be assessed per case, per completed form and collected prior to the completion of the associated paperwork.

MEDICAL RECORDS

There will be no charge when records are sent directly to a medical provider for continuing care. There will be a charge of \$30.00 for medical records when sent to any party other than a medical provider, including when given to patient.

PATIENT INSTRUCTIONS FOR MEDICATION REQUESTS

The medication questions and requests for additional medication from our patients are important issues that are taken very seriously by our physician and staffs. Please consider the following policies so that we may better serve you.

- 1) Please provide at least 72 hours notice for refill request. Please call your pharmacy to send us a request for authorization on the refill. This will facilitate your request in a timelier manner. Authorized refills will be faxed to your pharmacy. If denied, you will be notified by the Clinical staff.
- 2) If you contact our office for a medication refill after 1:00 pm on Friday your request will be addressed the following Monday.
- 3) DMARDS and high risk medications **WILL NOT** be refilled if a patient fails to follow up for a scheduled appointment.
- 4) Patients must be seen in order to receive refill on narcotic/controlled medications. We **DO NOT REFILL** narcotic/controlled medications requests over the phone or from the pharmacy.
- 5) Medications will not be refilled on the weekends.
- 6) Prior authorization for medications and procedures is a challenging and prolonged endeavor. Please make sure to allow office staff at least 7 business days to assist you in the process. Please also follow up with your own insurance and understanding the process and communication with our staff to help us help you.

LABS AND X-RAY REPORTS

- 1) Labs and X-rays within normal range will not hear from us and will be discussed by the physician on follow up visit.
- 2) Patient with abnormal labs **MUST** keep their follow up appointments to discuss the results and for further recommendations by the physician.
- 3) Office staff will not be able to discuss in detail with you in regards to abnormal labs or X-rays, due to lack of qualification.
- 4) Depending on your problem, please allow 24-72 hours for your telephone issues to be addressed.

INFUSION SCHEDULING

After you have consulted with Dr. Chimata and infusion is indicated, our clinical staff will assist you in coordinating all aspects, including any lab, bone density, TB testing, etc. and understanding insurance/financial responsibilities for the infusion.

VITAMINS

Dr. Chimata is not opposed to vitamins and complimentary health practices, but you need to share this information with us. Some prescription medications do not mix well with herbal or vitamin preparations.

LAB TESTS

We want to be sure you understand that there may be additional blood tests or other lab tests required as part of your evaluation. **The lab tests are handled by a separate facility, and charges for these tests will not be part of your bill from this clinic.** You may receive a bill from the facility that performs any additional tests. We have Quest Lab on site for your convenience. However, if you or your insurance prefers a different facility, please let our physician assistant know before the doctor sees you.

PAIN MANAGEMENT

Dr. Chimata does not do “pain management”. She will be happy to render an opinion regarding the suitability of chronic pain management, but our office is not equipped to perform the duties required for chronic pain management.

PRIMARY CARE PHYSICIAN

It is very important for you to have a primary care doctor (family doctor, internist, pediatrician, etc) to coordinate your healthcare. Dr. Chimata does not practice primary care, but works closely in cooperation with your primary care physician as part of your healthcare team.

CELL PHONE AND INTERNET

This office does not allow the use of wireless internet in any area, including the waiting room. Please turn off any device that connects to the internet. Please be courteous in using your cell phone in the waiting room and please turn off your cell phone during your examination.