

# **Metro Medical Associates**

## **Office Policies**

**The staff of Metro Medical Associates welcomes you to our practice. This is a summary of our various policies. For further details, please refer to the set of policies on our website [www.metromedicalassociates.com](http://www.metromedicalassociates.com) or ask our front office for a copy.**

### **CHANGE OF INSURANCE**

Please inform the front office staff if your insurance has changed. Some insurance companies only let us file claims within 30 days. Any claims over 30 days are denied as late filing. If you fail to provide us with your current insurance information and claims are filed with the wrong insurance, the denied claims may be billed to you.

### **CHANGE OF ADDRESS**

Please inform the front office staff when your address or telephone number has changed. This will ensure that we can contact you promptly for your medical needs.

### **CHARGING NON-BILLABLES**

If you have specific forms that need to be filled out that are not related to covered care, such as copying records, disability forms, etc., there will be an administrative charge applied for each service.

### **CO PAYMENTS AND CO INSURANCE**

We will be collecting the co-payments when you check in. We will bill your insurance carrier for your office visit, but you are responsible for paying any co-insurance/deductible whether you receive a bill from us or not. For your convenience, we accept checks, Master Card, Visa and American Express.

### **FOLLOW UP AND RECALL**

People with chronic conditions like hypertension and diabetes require a regular follow up appointment every three months. If you are not sure whether your condition needs a follow up, we recommend that you ask the doctor when he

needs to see you again. Please make the follow up appointment at the time of check out.

We will be happy to place you on a recall list if you don't make a follow-up appointment at check out. Please ensure that you do call us back to confirm the recall appointment.

## **NO SHOWS POLICY**

If you cancel an appointment less than 24 hours or miss your appointment more than twice, a \$25.00 fee for a regular office visit will be applied to your account (This fee is non- billable to insurance and for which you are responsible).

## **REFERRALS**

We request at least **one week notice on specialist referrals**. Please verify on the **day before** your appointment that the referral has been obtained. If you fail to give us advance notice of your appointment time and date, you will be responsible for the specialist charges.

## **REFILLS OF PERSCRIPTIONS**

If you need to request a refill from the office there will only be two times each day the staff will be calling these prescriptions into the pharmacies; **8.00 A.M. and 5:30 P.M.** If you need your prescription called in the same day, please allow yourself time to contact us before **4.30 P.M.** Any prescription refill requests after **4.30 P.M.** will be called in the **next** morning at 8.00 AM.

**NO** prescription refills will be granted unless you are seen by the doctor.

## **MESSAGES AND CALLBACK**

All messages are given to the Doctor the day you call. The doctor will return call during the lunch hour or after 5.30 PM. Please have patience.

## **VISITS FOR AUTO ACCIDENT**

As per our new policies, we will be collecting full payment at the time of the visit. We will provide you with an invoice for services provided, which you can present to your auto insurance carrier. Office notes will be available 48 – 72 hours after your visit, at your request.

## **WALK-INS**

We will make every effort to ensure that you are seen by a physician as promptly as possible, but priority will be given to patients who already have an appointment.