



## **PATIENT POLICIES & PROCEDURES**

You are responsible for contacting your insurance company **before** the scheduled appointment to find out if you need a pre-authorization to see Dr. Hagan, and your financial responsibility for your first visit, including co-pay amounts.

If your insurance company requires pre-authorization for office visits, you are responsible for obtaining that authorization and maintaining follow-up authorizations. Usually you will be given a confirmation number, which you then need to give to us for use when we file your claim. If authorization is needed and you do not obtain it, you could be responsible for the complete cost of care.

Payment confirmed with insurance company is due in full at the time of service with no exceptions.

Our office will file your insurance claims as a courtesy, but ultimately it is your responsibility to insure that Dr. Hagan is reimbursed for his services.

Co-payments are due at time of service. If you have a deductible, this payment is also due at time of service. Balances are not allowed to accumulate.

Repeat late cancellation of appointments and/or missed appointments may result in termination of care. (Missed appointments/late cancellation charge is \$50.)

You are responsible for requesting a medication refill at least 5 days prior to running out of medication. Under NO circumstances will medications be refilled after hours, on weekends, or on holidays.

Asking for prescriptions to be called in to your pharmacy, or otherwise renewed by phone, creates an unnecessary amount of work for the office staff, and it is more work than you would think. Every time we receive a request from your pharmacy for a medication refill, there are at least two faxes, discussion with the staff, review of the medical record by the doctor, and accurate documentation in the record that needs to be done. Please make every effort to manage your prescriptions at the time of your visit.

Controlled substance medications require an appointment with the doctor every 2-3 months. They also require that you pick up a written prescription from the office during regular business hours. They cannot be phoned in to your pharmacy.

Medications will only be refilled for current patients who maintain their regularly scheduled appointments and have account balances in good standing.

If prior authorization is required for a medication, you are responsible for contacting your insurance carrier to have a prior authorization form faxed to us at (502) 896-8055.

Patient's signature indicates you understand the above policies.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of parent or guardian if patient is a minor: \_\_\_\_\_