PATIENT POLICIES & PROCEDURES

Insurance Policies

You are responsible for contacting your insurance company **before** the scheduled appointment to find out if you need a pre-authorization to some of our providers.

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.

General Policies

Payments are due at time of service. Balances are not allowed to accumulate.

If you need to cancel or reschedule a therapy appointment, we require a 48 hour notice. (Missed appointment/late cancellation charge is $75.)

If you need to cancel or reschedule a psychiatry appointment, we require a 24 hour notice. (Missed appointment/late cancellation charge is $50.)

Repeat late cancellation of appointments and/or missed appointments may result in termination of care.

Prescription Policies

Requesting a medication refill is required at least 5 days prior to running out of medications. Under NO circumstances will medications be refilled after hours, on weekends, or on holidays.

To submit a medication refill request go to our website, www.haganhealth.com, click on Form, click on Refill Request, fill out form and press submit. Please make every effort to manage your prescriptions at the time of your visit. Please do not contact your pharmacy with medication refill requests.

Controlled substance medications require an appointment with the doctor every 3-6 months. They cannot be phoned into your pharmacy.

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

Patient's signature indicates you understand the above policies.