

# Obstetrics & Gynecology Associates

## Policies and Procedures

### Office Policies and Procedures

Obstetrics & Gynecology Associates strives to make your experience with our office pleasant. We are here to serve you. If at any time you are unhappy, please contact our office manager, Patty Turner, at 972-420-1470 Ext. 127. Your comments are always appreciated.

### OFFICE HOURS

General office hours are from 8:30am-5:00pm, Monday-Thursday and 7:30am-2:30pm on Friday. The office is closed on weekends and major holidays. Visits are by appointment only. Our main telephone number is 972-420-1470.

### APPOINTMENTS:

- We ask for 24 hours advance notice of appointment cancellations, however, if you fail to keep an appointment without calling the office to cancel or reschedule at some time **PRIOR** to the appointment, you will be charged a \$25.00, non-refundable fee.

### INSURANCE:

- Whether insured through an individual/family policy purchased from the Healthcare Market Place, an employer's group health insurance plan or a government sponsored program, our Billing Department must be able to verify you are eligible for healthcare benefits and, if applicable, that your premiums are paid through the date you are seeing the physician. If we are unable to verify either of these criteria, you will be asked to pay for medical services in full or reschedule the appointment until a time insurance coverage and eligibility may be verified.
- If at any time your insurance information changes or insurance terminates, notify our Billing Department immediately or you may be financially responsible for services rendered.
- We participate in most major insurance plans. Contact your insurance company to verify our participation in your plan. You will be asked to provide our office with your most current insurance information each time you call and schedule an appointment. Our office will verify your benefits prior to your appointment. Bring your insurance card to your office visit. Without the card we will not file your insurance and will ask for payment in full.

### LAB and PATHOLOGY:

You may receive a separate bill from Quest, Lab Corp or Path Advantage for labs, pathology, etc., performed in our office. The office bills for the professional service provided by the physician and any device or medication administered.

### PAYMENTS:

- Payment is expected at the time of service, including but not limited to co-payments, co-insurance, deductibles and non-covered services. Payment options include: cash, check, Visa, Master Card, American Express and Discover.
- If at any time you apply for and are approved for any Government sponsored program (Medicaid) it is your responsibility to notify our Billing Department immediately. The Practice is not liable for any financial penalty you may suffer because the Billing Department was not informed of your insurance status. Provide the office a copy of your Medicaid card as it is received.

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972-420-1470 Phone 972-420-1465 Fax  
www.fmobgyn.com

# Obstetrics & Gynecology Associates

- Obstetrics & Gynecology Associates offers a 30% discount to uninsured patients who pay for services in full at the time of service.
- Payments for services rendered and not paid in full at the time of service are due at 100% of our billed charges; the uninsured discount will not apply.
- Payment plans are only made for patients with an established payment history and are made at the discretion of Practice Management. Payment plans are not made for new patients.
- Payment plans must be made with our Billing Department in advance of the service being rendered.
- All co-payments, deductibles and copayments are due at the time services are rendered.

## **MEDICAL RECORDS:**

- **Electronic copy:** \$25.00 first 500 pages and \$50.00 for over 500 pages.
- **Paper copy:** \$25.00 for the first 20 pages of records and .50 for each page thereafter plus postage and handling.

## **FORMS:**

- \$15.00 charge for completing disability or FMLA forms

## **EMERGENCY CARE:**

- **If you judge a problem to be life threatening, go to the nearest emergency room.** Phones are answered 24/7. After office hours emergencies call 972-420-1470 to have the on-call physician paged. If your call is judged by the on-call physician to be non-urgent your account will be charged \$50.00, which must be paid prior to your next visit to the office. **Please do not call after hours for test results or medication refills. The on-call physician will not return these calls after business hours.**

## **PRESCRIPTION REFILLS:**

- Please allow two business days for non-emergency prescription refills. We ask our patients to contact the pharmacy where the medication was initially filled to request a refill. Your pharmacy will contact our office for refill approval. **Refill requests must be called in before 2pm. Requests received after 2pm may not be processed until the next business day.**