



## **FINANCIAL POLICY**

Thank you for choosing Northeast Endocrinology Associates as your health care provider. We are committed to providing you the best available medical care. We ask that all patients read and sign our office policies as well as our patient information form prior to seeing the physician.

Payment for service is due at the time services are rendered. We accept Cash, Check, Visa, MasterCard, Discover, and American Express.

*Please read the following and sign below (return to receptionist at front desk):*

- If you need to cancel or reschedule an appointment, all cancelations must be made at least 24 hours in advance. If you fail to cancel your appointment in that time frame, you will be subject to a \$35 fee for each missed appointment.
- Walk-ins requiring medical attention by either the physician or medical assistant will be subject to an office visit charge (co-pay may apply).
- Co-pays, co-insurance and/or deductibles and any other previous balance due must be paid before services are rendered, unless prior arrangements have been made.
- Returned checks will be subject to a \$25 fee.
- Some insurance plans require a referral from a PCP. It is the patient's responsibility to obtain this referral in order to be seen by Dr. Laura Akright or a Nurse Practitioner. If a valid referral is not obtained at the time of appointment, your appointment will be rescheduled.
- Your insurance policy is a contract between you and your insurance company. We are NOT a party to that contract. Our relationship is with you. We cannot become involved in disputes between you and your insurer regarding deductibles, co-payments, covered charges, secondary insurance, and "usual and customary" charges.
- All charges not by your insurance benefit plan are your responsibility whether your insurance company pays or does not pay. Not all services are a covered benefit in all contracts. Some insurance companies arbitrarily select certain services they will not cover.
- For billing / medication policy / lab results (see page 2).
- After hours non-urgent phone calls or pages through the exchange service will be subject to a \$25 fee.
- Our office is happy to complete any FMLA, Disability, or Attending Physician Statements or copy Medical Records. Payment for these services is due BEFORE these forms are released (fees may vary).

We encourage you to communicate with our business office about any payment issues, so that we may assist you in the management of your account. Again, thank you for choosing Northeast Endocrinology Associates as your health care provider. We appreciate your trust in us and we look forward to the opportunity to serve you.

Print Name: \_\_\_\_\_

Patient's Signature (Legal Guardian): \_\_\_\_\_

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



## **BILLING**

We mail statements every 30-45 days and accounts are due upon receipt. We work hard to make it as easy as possible for you to take care of your account with us. If, however, reasonable time has passed and you have made no effort to pay on your account, you may be reported to a credit bureau and/or a collection agency where a collection fee will be assessed.

## **MEDICATION REFILL POLICY**

You should contact your pharmacy before contacting our office about medication refills. You may already have a current authorized refill, and most local pharmacies will contact our office if you do not have a refill. If you take a medication every day, you should ask your pharmacy for a refill at least five days before the medication runs out as it is impossible to handle each request immediately.

Our office handles medication refills during normal working hours Monday through Thursday from 9am to 3pm and Friday from 9am to 11am. We will handle your request within 48 hours. Dr. Laura Akright and the Nurse Practitioners have a policy of not calling in medications for conditions or complaints that they have not treated. The after-hours exchange service is reserved for emergency calls only. No refills on medications will be made over the weekend. Also, if Dr. Laura Akright and the Nurse Practitioners have not treated you within a one-year period, you must have an office visit before your refill can be granted.

## **LAB RESULTS**

Please do not call for lab results. You will receive all results within 2-3 weeks. You will be called if any medication change needs to be made. Please contact the office if you do NOT receive your results in 3 weeks.

You or your insurance company may be billed for lab reviews or phone calls by the physician without an appointment.

## **NEXTMD**

In an effort to save time and eliminate phone calls we have implemented a secured internet patient portal with NextMD as a way to communicate with our patients for any medical issues, billing, and/or any results. With NextMD you will be able to communicate directly with your physician or Nurse Practitioner on any matter you may have. In order for you to obtain your results you must be signed up with NextMD. If you are not registered with NextMD you will be required to schedule an appointment in order to receive your results.

Print Name: \_\_\_\_\_

Patient's Signature (Legal Guardian): \_\_\_\_\_

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