

# ADVANCED LIPIDOLOGY

## CLINIC POLICIES

**Please review our policies and if you have any questions, please inform us.**

**Thank you for choosing Advanced Lipidology for your health needs.**

**New patient information.** All new patients are required to fill out our new patient paperwork. You may fill these forms out online and email the completed forms back to us or you can print these forms fax them to us or bring them when you have your first lab appointment. We must have these forms prior to your first office visit. You will be scheduled with Pauline Haririe, Board Certified Lipid Specialist for your first visit but thereafter it is your choice of which provider you would like to see. All providers are Board Certified Nurse Practitioners who are also Board Certified Lipid Specialists. We also have a Registered Dietician who is also a Certified Personal Trainer who is a free service to our patients. You will be asked to schedule with him immediately after your initial appointment with Pauline to discuss therapeutic lifestyle changes. Thereafter, you are welcome to schedule with him as frequently as you like at no cost to you or your insurance company.

**Classes.** We offer webinars that you may participate in from the comfort of your own home. Please see our website for more information at [www.advlip.com](http://www.advlip.com) or see the front desk for upcoming dates and times to register.

**Patients are expected to show their most recent insurance card at EACH visit.** If we do not have correct insurance information it may result in you being billed for an entire visit. Co-payment can be paid at the time of service or you may choose to be billed once we receive payment from your insurance company. If you do not have insurance or if you do not have your insurance card, full payment is due at the time of service. For your convenience, we accept cash, check, or credit card (Master Card, Visa, American Express or Discover). Should financial arrangements be required, a payment agreement form will need to be signed and dated indicating amount and frequency of payment. We work with a professional billing company, Mesa Billing. All questions regarding charges or billing should be directed to them.

**CIMT** requires out-of-pocket payment as it is not covered by insurance and must be paid for prior to the procedure. Since this is not covered by your insurance the price has been greatly reduced from other offices that perform this procedure. We encourage everyone to have this procedure.

**Cancelled/missed appointments.** If you cancel your appointment late (fewer than 24 hours prior to your scheduled time) or if you do not show up for your appointment, a service fee of \$30 will automatically be charged to your account. Should you cancel late or fail to show more than twice, we will then charge your credit card the full cost of an office visit for any future late cancellations. Saturday and Sunday phone messages do not count toward the 24 hours notice requirement.

**Hours.** We see patients Monday thru Wednesday. Office is open 8am to 5pm Mon-Wed. Thursdays and Fridays we have limited office hours. We check messages periodically but if you have a medical emergency please call your primary physician or 911.

**Refill requests are mainly handled Monday thru Thursday.** Requiring refills usually means you are overdue for an office visit. At each visit we will give you enough refills to get you to your next scheduled visit. We request you stop at the reception area and schedule your next appointment before you leave. This will reduce the incidence of running out of medication. Please note that legally we are not able to authorize refills if we have not seen you in over a year.

**Insurance.** We are happy to bill your insurance company directly; however, we must have a copy of both sides of your current insurance card. Remember, we must see this card at every visit. If payment is not received from the insurance carrier or other responsible party within 90 days, we will bill you for the entire visit. You are ultimately responsible for all charges that are not paid by your insurance company. If we do not receive payment (or a payment plan is not set-up) in 30-90 days, we will have to send your account to a collection agency. We are required by contract with our billing company to follow their guidelines for collections. Any questions, please call our billing company, Mesa Billing directly at 262-641-3700. I understand that I am entitled to ask prior to receiving any services for the cost of potential services. I must submit information as needed to ensure payment for services rendered to me. I understand that I am ultimately responsible for the payment of services.

We are a participating provider for most, but not all plans. It is your responsibility to verify that Pauline Haririe is in your insurance network.

**Medicare.** We accept Medicare Assignment. As a Medicare patient you are responsible for the difference between the approved charge and the amount Medicare pays, as well as any deductible amount. If you have supplemental insurance and provide that documentation, we will submit the secondary claim for you.

**Usual and Customary Fees.** We are committed to provide the best treatment possible for our patients and we charge what is considered usual and customary for our specialty in our locality. If we do not contract with your insurance company, you are responsible for payment in full regardless of any insurance company's arbitrary determinations of usual or customary fees. Any services and lab services not covered by your insurance are your full responsibility. See our website, [www.advlip.com](http://www.advlip.com), for usual labs ordered on patients.

**Collection Fees.** Any fees charged to Advanced Lipidology to collect an overdue account will be your responsibility to pay.

**Lab Services.** Patients should schedule to have their lab work done 2 weeks prior to their visit to ensure we have everything we need at your visit. Labs may be sent out to Dynacare or HDL Lab for processing. Billing is done through our office for labs sent to Dynacare. We may charge a "draw fee" for labs sent to both Dynacare and HDL Lab. HDL Labs has a "no balance billing" for patient's lab. Please be advised that we do not make the policy in regards to "no balance billing". This is a service offered to all patients having HDL labs and they may revoke this policy at any time. We will make every attempt to send labs to HDL when possible. You can access and print off your labs at anytime through [www.myhdl.com](http://www.myhdl.com) using your patient ID number at the top of your labs to create an account.

I give consent for Advanced Lipidology to speak with: \_\_\_\_\_ (i.e. spouse's name, family member) to discuss my medical condition, treatment or billing issues, such as, discussing any open or unpaid balance of my financial account, including visit reason and insurance related matters.

I give consent for Advanced Lipidology to call my preferred method of contact as noted on my demographic form and leave a message on voice mail, e-mail, or in person in reference to any items that assist the practice in carrying out treatment, payment, or health care management, such as appointment reminders, insurance items, and any calls pertaining to my clinical care, including laboratory results.

I understand that I may revoke this consent in writing except that the practice has already made disclosures in reliance upon my prior consent.

**Medical Records.** We will be happy to send your records to a physician at no charge to you. Please be prepared to give the physician's name, telephone number, and fax number to the receptionist at the time of your visit. Medical records requested for personal use will incur a charge of \$0.30 per page and can be picked up in person or have mailed for the additional postage and handling charges.

Thank you again for choosing Advanced Lipidology for your health needs.

Your signature below indicates that you have read, understand and accept these policies.

\_\_\_\_\_  
Patient signature

\_\_\_\_\_  
Date