

CARE PROVISIONS POLICIES



Five Valleys Urology, PLLC is privately owned and operated. As providers of care, and owners of this corporation, we appreciate the opportunity to serve you and pledge to provide you with our best medical care, with compassion and transparency, in a safe environment. To ensure an excellent relationship, please be familiar with and agree to the following policies to ensure respectful and efficient business operations:

Respect in Interactions

- We promise to value your time, and we will inform you as soon as possible if your provider is running late or has been called to surgery.
- Please make sure to check-in at the front desk for all appointments. If you have waited longer than 15 minutes in our waiting room, please check-in again at the front desk.
- Many appointments require collection of a urine sample, so please check with the front desk upon arrival before going to the bathroom.
- We are committed to respectful, professional care. We ask that patients and visitors treat staff and other patients with respect. Abusive, threatening, or hostile behavior may result in dismissal from the practice.
- Good Faith Estimate (No Surprises Act): If you are uninsured or choosing to self-pay, you have the right to receive a Good Faith Estimate of expected charges for scheduled services.
- Electronic Access (21st Century Cures Act/HIPAA): We provide access to much of your health information through our patient portal at no charge. Paper copies are charged a reasonable, cost-based fee.
- Weapons are not allowed on the premises. Posted signage provides notice.

Appointments, Cancellations, Fees

- You are expected to arrive on time for your appointments, with all the necessary information needed to complete your encounter. We ask you to arrive 15 minutes before your scheduled appointment. If you arrive after your scheduled visit time, we reserve the right to reschedule your appointment.
- Failure to provide a minimum 24-hour cancellation notice counts as a visit no show.
- Missed appointment fees are not billable to insurance. Medicare beneficiaries may be charged consistent with CMS guidance. We do not bill Medicaid/HMK Plus members for no-show/missed appointments.
- In-office procedures require extra supplies and time. No-showing or canceling a vasectomy, MonaLisa Touch, Urolift, hydrogel, Axonics, or urodynamics test will result in a \$250.00 cancellation/sterilization fee. These fees will not be submitted to insurance.
- Hospital procedure no shows result in a \$600.00 cancellation fee.

Prescription Refills, Medical Records, Patient Portal

- Please contact your pharmacy three business days before you need a medication refill. If you do not have fills remaining, your pharmacy will submit a refill request to our office. Mail order pharmacies may take up to two weeks to process a fill.
- Many prescriptions require authorization from insurance. Approval can take up to three business days.
- No refills will be processed if you haven't been seen by one of our providers for over one year.
- New symptoms require an appointment.
- If you use our in-house pharmacy, please contact us in the same manner as you would any other pharmacy.
- If we provide you with medication samples, please understand we cannot provide more than a limited supply.
- Any attempt to obtain a prescription/refill under false pretense will be reported to the authorities and could be a criminal offense.
- We can provide copies of records maintained by Five Valleys Urology as part of your care. For records we do not maintain (for example, records held only by another facility), we will help direct you to the appropriate source.
- We maintain a secure patient portal for easy communication and exchange of information. To access the portal, select patient portal from our website, www.fvurology.com

(OVER)

Karl R. Westenfelder, MD, Garrick R. Simmons, MD, Kevin M. Kronner, MD, Christopher G. Wicher, MD
Jeffrey D. Redshaw, MD, Jason J. Reynolds, M.D., Shena M. O'Neill, FNP-BC, Nicole Muskett, PA-C

CARE PROVISIONS POLICIES



Financial Issues (Insurance & Billing)

- If you want us to bill insurance, please bring your card to every appointment; without it we cannot bill your carrier. We are required to collect co-payments and co-insurance and reserve the right to re-schedule or cancel appointments to comply with insurance company agreements.
- Health insurance is an agreement between you and your insurance carrier. You are responsible for understanding your coverage. Your insurance company makes the determination of your eligibility. You authorize your insurance benefits to be transferred directly to the rendering provider and acknowledge you are financially responsible for paying any co-insurance amounts. You agree to pay for services rendered within the limits of this care provisions policy.
- If you do not have insurance, wish not to provide your social security number, or choose not to file a visit with your insurance, a minimum payment of \$100 at time of service is required. The remaining balance for services received will be addressed in our billing statement.
- Many insurance companies have lists of approved drugs they cover. Your provider will prescribe the medication they feel will best address your needs. We will do our best to respond to prior-authorization requests from your insurance company, but this process may delay your prescription. You are responsible for contacting your insurance provider with any questions or requests concerning approved medications.
- Disability, FMLA, and other form completion requests will be processed after a form fee of \$25.00 is received.
- We accept cash, check, credit card, and CareCredit. Payment in full is due within 30 days of your first statement unless other arrangements have been made. We send two statements at 30-day intervals. You understand and agree that if we send your account to collections for non-payment, a fee of 35% of the unpaid balance will be added. This amount shall be in addition to any other cost incurred directly or indirectly to collect amounts owed under this agreement. We offer a financial aid program to patients who meet the criteria.
- If you need a surgical procedure, our surgery coordinator will assist you in scheduling. Although we seek prior authorizations, insurance carriers state they are not a guarantee of payment. You must call your insurance carrier to verify they will cover your procedure.
- If you get lab or imaging tests as part of your appointment, remember some tests/labs are performed by outside parties; in such cases they bill separately. If you know your insurance carrier only covers certain labs or facilities, please notify our office in advance.

Termination of Relationship

- We reserve the right to discontinue services for using vulgar or verbally abusive language, threatening any employee, provider, patient, or otherwise hostile behavior.
- We respect your right to make your own health decisions, however, we reserve the right to discontinue services if you elect not to follow medical advice.
- Missing or not showing for appointments creates an undue burden and increases the cost of care to other patients. Missing three appointments without a minimum of 24-hour notice will result in dismissal from this practice.
- If we discontinue services, we will provide written notice and, when appropriate, limited urgent/emergent coverage for a transition period and assistance with transferring records.

By signing below, you agree to the terms of service provided herein.

Signature (patient or guardian)

Date