

ZACCAGNINI MEDICAL ASSOCIATES (ZMA) - OFFICE POLICIES

Thank you for choosing Zaccagnini Medical Associates. We are committed to providing you with quality health care. Please review the listed office policies and procedures, ask us to clarify any items you find unclear, then complete, sign and date where indicated. We will provide you with a copy for your records upon request.

SMOKING: Smoking is prohibited on the property including outside the building and parking lot.

NARCOTICS: ZMA ***does not prescribe narcotics under any circumstances.*** We will gladly refer you to pain management specialists to conduct and coordinate pain-related care in coordination with your primary care physician.

COMPLETION OF FORMS: Should you require us to complete any forms during your appointment, all such forms should be submitted in advance of or during your scheduled visit. You will be required to present in the office for a visit if you have not been seen in the office for more than 3 months. Forms submitted outside of an office visit will generally be completed within 5 business days.

EMAIL: Electronic communication such as email are subject to inherent security risks. ZMA cannot guarantee that information sent via electronic communication will be invulnerable to hackers, illicit monitoring, or other inadvertent disclosure. Therefore, we prefer not to transmit, convey, or communicate health care information via email.

PHONE CALLS: Every phone call is important to us and we will attempt to answer your calls and return your messages as promptly as possible. Please be advised that all staff may be occupied providing patient care when you call. If this occurs, please speak clearly when leaving a message with your name, phone number, reason for your call and a phone number where you know we will be able to reach you.

CELL PHONES: Please turn off cell phones when entering the office. Our staff are unable to assist you if you are on the phone. If you must complete a call, we will see the next scheduled patient ahead of you. For extended conversations, you will need to be rescheduled.

REFERRALS: Some referrals for specialist evaluation or diagnostic testing may require insurance pre-authorization and cannot be processed immediately. Insurance guidelines prohibit back-dating. We require 5 business days for processing of routine referrals. When requesting a referral, please provide the following: name of doctor or test requested, date of the appointment or test (if already scheduled), your insurance information, and if you will pick it up or request it be mailed.

****We are unable to provide referrals or obtain authorization for patients who have not been seen at this office.**

MISSED APPOINTMENTS: We require 24 hours' notice for appointments you are unable to keep. However, we understand that is not always possible. In that case, please cancel your appointment as soon as you are able. **Please be aware there is a charge for missed appointments that are not cancelled prior to the time of your appointment.** There may also be a charge for chronic, short-notice cancellations.

DISMISSAL: State Law entitles health care providers to dismiss patients from their practice for: failure of payment, failure to comply with treatment recommendations, and for being disruptive to the practice. If for any reason you are to be dismissed from the care of ZMA, you will be notified by mail that you have 30 days to find alternative medical care. During that 30 day period, ZMA will only be able to treat you on an emergency basis.

FINANCIAL POLICIES:

PROOF OF INSURANCE: Before seeing the doctor, patients must: complete our patient information form, provide current insurance information, and **obtain any necessary referrals or pre-authorization for specialty care.** (We are unable to provide referrals or pre-authorization for patients not previously seen in our office.) If you do not provide us with insurance information, or do not obtain any required referrals or pre-authorizations, you will be responsible for full payment. If you do not have insurance, we can see you on a cash basis, but the balance is due prior to being seen.

CO-PAYMENTS AND DEDUCTIBLES: Your insurance plan is a contract between you and your insurance provider (including deductibles, co-pays, and remaining balances that are the responsibility of the patient). Therefore, any disputes regarding coverage must be addressed directly with your insurance provider. **Co-Pays are due upon check-in for your appointment, past due balances and any no-show fees must be satisfied prior to appointments and services being provided.** We accept cash, checks made payable to “Zaccagnini Medical Associates”, and credit cards, either in- office or by phone. **There is a fee for returned checks.**

COVERAGE CHANGES: It is the responsibility of the patient to notify us of any changes in coverage. We require current insurance cards to be presented at each appointment. Some insurance plans are known to change their coverage even though your plan may remain the same. We recommend that you verify status with your insurance plan prior to appointments and testing.

CLAIM SUBMISSION: We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance plan may need you to supply certain information directly. (The most common is called **Coordination of Benefits. If you have more than 1 insurance plan, both plans may deny your claim as they are unclear as to which is your Primary Plan. It is your responsibility to contact your plans to inform them of which is Primary and which is Secondary.**) Our insurance billing is handled by On Point Billing, in State College, PA. Their contact information can be found on any bills you may receive. You can contact them directly for questions and assistance. They are very helpful. Please be aware that the balance of your claim is your responsibility, whether or not your insurance pays your claim.

AND FINALLY: If there is a problem, we want to hear from you. It is much easier to find a resolution sooner rather later.