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Insurance Change and Referral/Pre-authorization Policy

Health insurance has changed dramatically in recent years and impacts your health care. We want to clarify our office policy regarding insurance reimbursement and referrals (pre-authorizations).

Please tell us if your insurance has changed since your last visit. As a courtesy, our office will bill the insurance carrier you have specified. You will be responsible for claims denied due to insurance changes that were not presented prior to care.

Many patients have chosen “managed care insurance,” which requires approval for care **BEFORE** visits. In most cases, this requires the patient to call their primary care physician 1-2 weeks prior to care in our office. We regret that we are unable to provide care without authorization and find most offices unable to arrange short notice authorizations. Therefore, **lack of current authorization 48 hours prior to your appointment will result in rescheduling your appointment. Please help us prevent this inconvenience.**

We are available to assist in any way we can, but **it is the responsibility of the patient to arrange authorization for your care** and provide a copy of your insurance card each time there is a change.

Appointment Confirmation/Cancellation/No-Show Policy

We appreciate your call to schedule an appointment with our practice. Your initial evaluation will be comprehensive, so we have reserved an extended time for you.

In fairness to others who also need to see Dr. Kim/Dr. Kornfeld, we request your assistance in confirming your appointment. **PLEASE PHONE US 24-48 HOURS PRIOR TO YOUR APPOINTMENT** to confirm your plan to come in. The telephone number where you will reach our staff during office hours and our voice mail after offices hours is (727) 787-6744. If you need to change or cancel your appointment, please call **AS SOON AS POSSIBLE** so that the physicians may be available to other patients.

A “No-Show” is someone who misses an appointment without canceling it 24-48 hours prior to the appointment time. No-shows inconvenience those individuals who need access to medical care in a timely manner. **IF YOU FAIL TO CANCEL YOUR OFFICE APPOINTMENT AT LEAST 24 HOURS AHEAD OR FAIL TO SHOW UP FOR YOUR SCHEDULED APPOINTMENT, YOU WILL BE CHARGED A “NO-SHOW” fee in the amount of \$50.00.**

Treatment of Minors

It is necessary for a child (less than 18 years) to be accompanied by their parent or legal guardian for their first visit. It is preferred that a parent or legal guardian accompany children coming for a follow-up visit. If this will not be possible, advanced (written) arrangements are necessary.