

Soren N. Carlsen, MD



Maui 
Urology^{llc}

Dear New Patient,

It is our pleasure to welcome you to our practice. We are sending you some information prior to your appointment in order for your first visit to be as efficient as possible. Please fill out the patient profile form, health history form and review of systems form and bring them with you. We will also need a urine specimen at the time of your first visit, so please do not empty your bladder before your appointment!

Your appointment is scheduled for _____ at _____.

Please check in at _____.

It is very important for you to bring your current insurance card(s) with you to every visit. Your copayment is due at the time of your visit. An additional fee of \$20 may be charged in order to bill you for an unpaid copayment. If your insurance requires a referral for your visit, please bring a copy of the referral authorization with you. If authorization has not been given from your insurance, you will be asked to sign a waiver accepting responsibility for any charges incurred.

If you have any questions, please phone our office at (808) 242-8765.

Sincerely,

Maui Urology, LLC

1883 Mill Street, Suite A
Wailuku, Hawaii 96793
(808) 242-8765
Fax (808) 242-8769
www.MauiUrology.com



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Thank you for choosing Maui Urology as your urology provider. We are committed to providing quality urologic care to the Maui County area. The dedicated employees in our business office strive for accuracy and efficiency in all aspects of handling your claims.

Payment Methods

We accept cash, checks, money orders, VISA and MasterCard. *All copayments are expected at the time of service.*

Self-pay patients: We expect payment at the time of treatment for patients who have no insurance coverage or insurance with which we are not credentialed. A 30% discount may be given off our published rates for services when payment is made in advance. An exact quote cannot be given prior to your initial visit, but we can give you an estimate based on the type of service you are scheduled for. After the visit, we will expect payment of the actual charges by one of the methods listed above. If a surgical procedure is necessary, payment plans can be arranged with the business office..

Insurance patients: As a courtesy to you, we will file a claim with your primary and secondary plans. When each has paid their portion of the charge, the remainder becomes your balance and is indicated on the statement you will receive from our office. While our billing professionals will do all they can to help you in communicating with your insurance plan, you are responsible for all charges until they are fully paid. Should a surgical procedure be necessary, we will contact your insurance company and verify your plan benefits for copay, deductible, and coinsurance. The patient portion is requested in full prior to surgical procedures, or a payment plan may be arranged with our business office prior to your surgery.

Medicare patients: With so many different options now for Medicare coverage, it is very important that we have the most current and accurate information for billing. *If you have signed up for a Medicare Advantage plan, please bring the card for your plan, NOT your Medicare card.* As a courtesy to you, we submit claims electronically to Medicare and also submit to your secondary coverage. **We request that you bring your current Medicare and secondary cards with you to each appointment.**

Managed care plans: Plan requirements can vary significantly, but most managed care plans will require a referral for you to be seen in our office. Your copay is due when you check in for your visit. We will do our best to keep abreast of the rules of each plan, but it is incumbent upon you as the patient to learn and follow the rules set forth in your specific plan. Should surgery be necessary, we will be responsible for arranging the correct referral with your insurance.

Elective Surgical Procedures: All elective surgical procedures, including vasectomy, will have benefits checked prior to the date of service. The portion not covered by insurance will be collected upon check-in unless prior arrangements have been made.

If you have been scheduled for a procedure or surgery, there will be charges in addition to the physician's fee. If scheduled at our surgery center, there will be a facility fee included on your statement. If scheduled at Maui Memorial Medical Center Hospital or Aloha Outpatient Ambulatory Surgery Center, you will receive a separate statement from them. Separate statements may also be sent for anesthesia and/or pathology charges.