



OFFICE FINANCIAL POLICY

Thank you for choosing Neuroventions Clinic for your Neurological needs. We are committed to providing outstanding medical treatment and care. We understand that many patients find insurance coverage and financial responsibility issues complex and confusing. Due to this, we have outlined our practice's policy in detail to help you.

INSURANCE

Please have your insurance card available when checking in for your appointment. Also, many HMO insurance plans require you to obtain a referral from your Primary Care Physician (PCP) before receiving services. Please have your referral with you when checking in for your appointment. As a courtesy, we will verify coverage on your behalf. Your provider may perform procedures or services deemed necessary to your health. Not all services or procedures are covered by all insurance contracts. Please be advised you are held responsible for all payments on the day of service, including any copays and/or services that go toward your deductible. Please contact the Customer Service or Member Services for your insurance company to verify your benefits if you have any concerns.

Payments such as self-pay fees, insurance co-payments, co-insurance and deductibles will be collected **IN FULL PRIOR TO SERVICES BEING RENDERED** on the day of your appointment.

RETURNED CHECKS

A \$25.00 charge will be added to your account for any returned check.

APPOINTMENT CANCELLATIONS & NO SHOWS

If you are unable to keep your scheduled appointment, please call our office at least 24 hours before your appointment time to cancel or reschedule your appointment. Failure to do so will result in a \$50.00 fee being charged to your account and \$75.00 for a Botox/ EEG procedure.

Name of Patient

Signature of Patient

Date



OFFICE POLICIES

Below is a list of items required prior to your initial appointment.

1. Copy of referral given to you by your referring physician if applicable.
2. Insurance card and photo ID
3. Any medical records from PCP, other specialist or hospital visits that are pertinent to your neurology visit.
4. Diagnostic test reports such as CT scans, MRIs of the brain/spine, EEG's, EMG/NCV's (nerve conduction tests). (Only applies if you had a test completed prior to your visit with us. Actual CDs of images are not required)
NOTE: If you do not send the above items prior to your visit we may need to reschedule your appointment until we have all your information. This can result in a delay in your treatment. We appreciate your cooperation.
5. ***Please note that the patient can be accompanied by only one person in the exam room to ensure proper treatment and less distraction for the provider and patient.***

Please send the above documents to:

Email: vdiaz@neurovationsclinic.com

Phone: 321-285-2369 or 321-972-1079

Fax: 866-950-0261

Mail: Attn: Neurovations Clinic

2200 Lee Rd

Winter Park, FL 32789

NEUROVATIONS CLINIC

Please arrive to your scheduled **New Patient appointment** 15 minutes prior to your scheduled appointment time to fill any New Patient forms.

If you arrive more than 15 minutes after your scheduled appointment time, we may have to reschedule you to respect the time of our other regularly scheduled patients. If you are unable to keep your scheduled appointment, please call our office at least 24 hours before your appointment time to cancel or reschedule your appointment. Failure to do so will result in a \$50.00 fee being charged to your account and \$75.00 for a Botox/ EEG procedure.

If you do not show up **for 3 scheduled appointments** without proper prior notification to our office, you may be discharged from the practice.

Any messages left during normal business hours will be returned within 48 hours. As we are staff challenge, please be patient with us if it may take longer than 48 hours.

If you have an EMERGENCY, please call 911 or go to the nearest hospital. If your call is urgent and non-related to Specialist, please call your PCP. Medication refills are not considered an emergency.

Please call us 48 hours in advance, if possible, for any prescription refill request.

*****You will be notified of any abnormal lab/MRI/CT/EEG results by phone unless we already have a follow -up appointment scheduled with you and these results can wait until your appointment. We will NOT call you with normal results and will plan to discuss these at your next appointment. *****