

Patient Financial and Administrative Policy Acknowledgement

1. **Overview:** Below are general policies and procedures that pertain to our patients. These are expectations or requirements for our patients to participate in our medical practice.
2. **Cancelling / Rescheduling of Appointments:** We require a minimum of four hour notice to cancel or reschedule an appointment. Failure to provide this notice will result in a \$50.00 charge that is not billable to insurance.
3. **Workmen's Compensation:** WHM does not provide care related to workmen's compensation work related accidents. We suggest you contact your employer to determine where you can seek care that will be covered under your employer's policy.
4. **Outstanding Patient Balances:** Any outstanding patient balances after insurance, or not prepaid for self-pay patients, are expected to be paid in full upon receipt of your first billing statement.
5. **Self-pay Patients:** Patients who do not have verified insurance will be required to pre-pay prior to their appointment.
6. **Medication Refills:** We require three business days notice for any medication refill requests. It is your responsibility to monitor your prescriptions to ensure urgent refill needs are not necessary. Urgent refill requests with less than three business day notice will result a \$25.00 charge that is not billable to insurance. Patients are required to be seen at least every six months before refills will be provided. If you have not been seen with this six month period, you must schedule an appointment for any additional refills.
7. **Form Completion:** Administration forms such FMLA, disability forms, school physical and entrance forms, etc. require seven business days to complete. Completion of these forms outside of an appointment will be charged \$10.00 that is not billable to insurance.
8. **Appropriate Use of Patient Portal:** The patient portal should not be used as a substitute for regular visits with your provider and should be used on an infrequent basis. Portal messages are a lower priority for staff and providers and should not be used for urgent issues. Abuse of this tool will result in the cancellation of your portal account.
9. **Annual Physicals:** We prefer patients to have their labs drawn the week prior to their wellness appointment. This ensures the results are back in time for your provider to review them with you and determine any treatment that may be necessary during your visit.
10. **Medicare Annual Wellness Visits:** Medicare and Medicare Advantage plans require us to perform an annual wellness visit. Failure to perform this annually will result in decreased quality scores for our practice by these plans. We do these visits in a two-stage approach: 1) Step 1: you will be scheduled for the wellness visit with one of our nurses to complete the required annual screening questionnaires and have your labs drawn. This visit takes approximately 40 minutes.; 2) Step 2: You will be scheduled for an annual follow-up with your regular provider one week later to review your lab results, update any medications, and review any new problems.

These are required conditions of receiving care in our medical practice. Your acknowledgement accepting these requirements is required below.

Patient or Guardian Signature

Patient or Guardian Printed Name

Date