



NEW Office Policies Effective November 1, 2011

Thank you for choosing TienaHealth Family Medicine as your healthcare provider. Please read the office policies below. If you have any questions, please let us know so we can address them.

Payment/Insurance Information

- Payment is due at time of service.
- You are responsible for providing us with any updated insurance information prior to treatment.

Medicare Insurance

- After your yearly deductible has been met, we will accept assignment of benefits as set forth in your Medicare Part B.
- Medicare does not cover all services. Our staff will inform you prior to your treatment.

HMO-PPO-POS-Third Party Insurance

- All co-payments, and co-insurance, and deductibles are due at time of service. In the event your insurance coverage changes, please advise us immediately.
- Be advised that not all of the services provided may be non-covered services under your plan. Then you will be responsible for any remaining balance on your account. You are responsible for knowing your insurance benefits.

Minor Patients

- Parents or guardians of the minor are responsible for payment at time of service.

Missed Appointments

- We require a 24 hour notice on all appointment cancellations. If your appointment is not canceled, you will be charged a \$35.00 fee.

Returned Checks

- All NSF checks will be charged a \$25.00 Processing Fee.

Additional Fees

- Disability/FMLA forms that need to be completed by our office will incur a fee of \$25.00.
- Medical records for copies we require a 30 day written notice and there is a fee of \$.50 a page up to \$20.00 then it stays at flat fee of \$20.00.
- After hours calls will be returned by a provider and you will be assessed a \$25.00 fee.

Prescription Refills

- All medications, including refills, are prescribed based on your current condition. Follow-up appointments are scheduled to monitor your condition. If the last appointment was not kept, refills may not be allowed.
- Calls for prescription refills should be placed to your pharmacy 48 hours before running out of the medication. Pain medications and controlled substances will not be refilled on weekends, holidays, or by our on call providers.