

SUN MEDICAL CARE , P. C. OFFICE POLICIES

OPERATIONAL

PRESCRIPTION REFILLS: Please give 5 business days for all refill requests, especially for the controlled medications.

PRIOR AUTHORIZATIONS FOR DIAGNOSTIC TESTS OR MEDICATIONS: Please allow 5 business days to process routine requests. Appeal process on denials will be up to the physician's discretion.

REFERRALS: Please allow 5 business days to process this by our staff. The staff will facilitate, but patient will need to follow up for appointment confirmation with the specialist.

AFTER HOUR SERVICE: This will be judged on a case –by-case basis. A surcharge of \$30 may be applicable. Telehealth may be used to service you.

COUMADIN MONITORING: A low level office visit (99211) or a telephone visit will be charged.

FORM COMPLETION: \$30 per page is charged, unless there is a visit (in person or telehealth).

MEDICAL RECORDS FEE: This practice may charge up to \$0.75 per page.

NO SHOW FEE: \$40 is charged for any appointment cancelled with less than 24 hour notice.

PHYSICIAN LETTER: \$30 is charged for a physician letter for personal matters such as jury duty, travel, employment, legal, insurance payment, etc. Additional charge for time in increments of \$30 per 15 minutes may apply for more complex letters.

RETURNED CHECK FEE: \$30 returned check fee is added to all bounced checks. If not paid within 1 week, the bad check will be turned over to police department.

TELEPHONE SUPPORT: A telephone discussion is considered a telehealth visit. All calls more than 5 minutes with the physician or physician assistant will be charged.

Signature

Print

Date

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FINANCIAL RESPONSIBILITIES

This office does not receive any government bailout. The physicians and staff are able to keep the doors open in order to service you only if the claims and statements are paid by your insurances and you, respectively.

COPAYS : This is collected prior to the service being rendered. Your visit will be rescheduled if you do not have your copay at the time of your appointment.

SELF PAY: This is collected prior to service being rendered. We do not bill.

LATE –FEE/FINANCE PENALTY: \$15 is added for all unpaid balances after the 3rd patient statement.

DELINQUENT ACCOUNTS: These are sent to collection and your chart becomes inaccessible to provide service.

MEDICAID: This office is not a participating provider to Medicaid. If your insurance plan that administers your Medicaid benefit fails to pay, you are responsible for this balance. This policy applies to when your Medicaid is primary or secondary insurance.

DEDUCTIBLE AND COINSURANCE: If you have not met your deductible for the year at the time of your visit, the office will collect an estimated amount based on the service provided. The claim for your visit will be sent to your insurance for adjudication and the payment collected will be applied to the amount you are responsible. You may have a small balance or a credit.

If you have co-insurance, an estimated amount (about 20%) based on the service provided will need to be paid on the date of your visit.

I understand that Sun Medical Care and the physicians do not participate with Medicaid. This means that I will be responsible for the Medicaid balances in insurance carriers that have Medicaid as part of the dual advantage plans with Medicaid and Medicare for every service I receive, regardless of the policies of the administering insurance carrier.

I agree to pay in full any balance that I am responsible such as copays, deductibles, coinsurance and non-covered expenses.

I will pay for the entire visit if I fail to provide the correct insurance information at the date of visit.

I will pay for the entire visit if I fail to change to the proper primary care physician at the date of visit.

Signature

Print

Date

Sun Medical Care PC Permission/Consent **for Telehealth Visits**

What is telehealth?

Telehealth is a way to visit with healthcare providers, such as your doctor, physician assistant, or nurse practitioner. You can talk to your provider from any place, including your home. You do not go to a clinic or hospital.

How do I use telehealth?

You talk to your provider by phone, computer, or tablet. Sometimes, you use video so you and your provider can see each other.

How does telehealth help me?

- You do not have to go to a clinic or hospital to see your provider.
- You would not risk getting sick from other people.
- The provider has more flexibility to service you, especially on the weekends.

Can telehealth be bad for me?

- You and your provider would not be in the same room, so it may feel different than an office visit.
- Your provider may make a mistake because they cannot examine you as closely as at an office visit. (We do not know if mistakes are more common with telehealth visits.)
- Your provider may decide you still need an office visit.
- Technical problems may interrupt or stop your visit before you are done.

Will my telehealth visit be private?

- We will not record visits with your provider.
- If people are close to you, they may hear something you did not want them to know. You should be in a private place, so other people cannot hear you.
- Your provider will wear head sets to minimize someone else from hearing you. The office staff may be able to see you during the encounter.
- We use telehealth technology that is designed to protect your privacy.
- If you use the Internet for telehealth, use a network that is private and secure.
- There is a very small chance that someone could use technology to hear or see your telehealth visit.

What if I want an office visit, not a telehealth visit?

You may request for a in person office visit. However, if you have a contagious infection, the provider has the right to screen and use telehealth for evaluation.

What if I try telehealth and do not like it?

- You can stop using telehealth any time, even during a telehealth visit.
- You can still get an office visit if you no longer want a telehealth visit.
- If you decide you do not want to use telehealth again:
 - Call **(518)399-2233** and say you want to stop, **OR**
 - sign into your patient portal and note your preference
 It will be as if you never signed this form.

How much does a telehealth visit cost?

- What you pay depends on your insurance.
 - A telehealth visit will not cost any more than an office visit.
 - If your provider decides you need an office visit in addition to your telehealth visit, you may have to pay for both visits.
- Same copay, deductible, or coinsurance may be applicable. How your telehealth is adjudicated is per your insurance policy. The provider has ~~not~~ say in this matter.

Do I have to sign this document?

NO

Yes, if you want to have a visit. Due to the Covid19 environment at this time, it is possible that the only type of visit possible may be via telehealth.

What does it mean if I sign this document?

If you sign this document, you agree that:

- We talked about the information in this document.
- We answered all your questions.
- You want a telehealth visit.
- You understand that your insurance will be billed for a telehealth visit.

If you sign this document, we will give you a copy.

Your name (please print) Date

Your signature Date