

Feb 3, 2020

CLINIC POLICIES

Welcome and thank you for choosing Natural Elements Medicine (NEM) for naturopathic medical care. In order to serve you efficiently, please be familiar with the following policies:

Appointments:

Routine office visits: are available to schedule online through the patient portal.

Please make separate appointments for each family member **UNDER THEIR NAME**.

Appointments on **MONDAYS** and **FRIDAYS** are available on a case-by case basis - please call and leave a message for Dr. Zia for availability on those days.

Prior to first appointment:

Fill out the following forms (available electronically through portal):

- Consent forms
- Insurance verification form OR SLIDING SCALE FEE AGREEMENT with needed documents
- Release of Records: fill out for any provider that you would like to share information with Natural Elements Medicine.
- If you do not have access to the internet, please let Dr. Zia know and we can print you out a set to take with you prior to your appointment.

Please bring the following items to first appointment:

1. Updated Medication / supplement list with dosages and brand names.
2. Insurance card(s)
3. Photo ID
4. Recent lab work or pertinent studies/reports completed by another provider's office to keep in your records
5. Filled out forms (if they are not filled out on the patient portal).

Arrival time:

New Patients: please allow time to process insurance and other documents. Arrive 10 minutes prior to appointment.

Cancellation/ no-show policy:

A \$60 fee will apply for no show or appointment cancellation received less than 24 hours in advance. You may be subject to full amount of appointment fee for missed appointments.

Inclement weather:

In the event of inclement weather that requires the closure of the office, Natural Elements Medicine will follow the policy of the Greater Albany Public Schools as announced on radio and television/ FlashAlert. Early closings will be decided on a case-by- case basis and patients will be contacted as soon as possible to reschedule or possibly change the appointment to telemedicine consult if appropriate.

Payment for office visits/phone consultations/supplements

- Payment is due at the time of service unless prior arrangements have been made. Prior arrangements will require a \$50 deposit at the time of the visit.
- NEM accepts cash, check, Visa, MasterCard, Discover and AmEx.
- If your insurance has a copay, please be prepared to pay that amount at the time of the visit.
- If your insurance has co-insurance, please be prepared to pay \$15 at the time of visit. The amount will be applied to your co-insurance as a credit.
- Payment for supplements is due at the time of service.
- Refills and special orders will require payment of invoice prior to pick up. No refunds on special orders.

UNINSURED/OHP/MEDICARE

Dr. Zia is not in network with OHP or Medicare; however, she does offer a sliding scale for uninsured patients or patients who are Medicaid or Medicare recipients.

She also offers a time of service discount if you do not qualify for the sliding scale fee reduction for payments received on the same day of service.

Insurance:

NEM is in network with several insurance panels. It is **your responsibility** to call your insurance company in order to understand and verify your coverage for your specific plan. This information will aid the physician in using the preferred labs as designated by your insurance company to avoid excess costs.

The Insurance Verification Form must be filled out in its entirety before your initial visit.

If these forms are not filled out then:

- a. You can reschedule for a different appointment
- b. You can leave a \$150 deposit, we will send in your claim. You will be responsible for any amount not covered by your insurance. A payment plan may be established after that if needed under Natural Elements Medicine's discretion.

You are responsible for any services and labs not covered by your insurance plan.

Please note that accounts that are not paid within 90 days of invoicing will be sent to collections.

Phone calls:

When you call the office for health related questions, please make sure you leave your name, phone number you would like to be reached at, and a brief message so Dr. Zia can return your phone call. Alternatively, you may leave a detailed message on the patient portal.

Dr. Zia will return your phone calls or answer your messages within 1-2 **business** days.

Phone consultations: Any phone calls that are in relation to a new health issue will be billed as an appointment. You may be required to leave a credit card on file prior to consultation.

FOR EMERGENCIES please go to your local hospital emergency room or dial 911

Refills:

- When needing a prescription refill, please contact your pharmacy. Please call at least 5 business days prior to running out medication. The pharmacy will request your refill from our office.
- When needing a supplement refill, please leave a message in the patient portal with a list/size description of supplements needed at least 7 business days prior to running out.
- Any supplement orders need a credit card on file.

I look forward to your visit and thank you for the opportunity to serve you.

In health,

Zia L. Robles Hernandez, ND
Natural Elements Medicine LLC