

Our Goal

We hope to help you and your family with your health care needs and provide the best care possible within the constraints of the health care and insurance system.

Office hours:

Monday through Thursday, from 8 am to 5 pm. Fridays we are open from 8 am to 3 pm. Our staff will be available to assist you during those hours. **We see patients by appointment only.** We have urgent/sick care appointments available daily and ask that you call us as early in the day as possible so that we can accommodate your needs. If you are experiencing an emergency please proceed to the closest emergency room or call 911. If you are seen in urgent care or the emergency room, please schedule a follow up appointment so we can review and follow up on any outstanding issues. **We do NOT recommend that you WALK IN for care.** Depending on staffing, urgent and emergent patients scheduled and in the office we cannot accommodate walk-in patients. Scheduling appointments allows us to limit the in office waits. Dr. Crews may not always be in the office due to other commitments and training. By limiting unscheduled walk in visit we avoid sick people from waiting extended time in the waiting room and potentially sharing illness with well patients.

We call you the day before to remind you of your appointment. We may charge a no show fee for missed or late cancellation of appointment. If you need to cancel or reschedule your appointment we kindly request 24 hour notice.

Please use 352-360-0654 for your calls; this is the only telephone line that has 24 hours assistance.

Patient Confidentiality and Medical Records Fees/Patient Portal

We respect your privacy and release medical information as authorized by you in processing your claims, referrals and prescription. We protect your privacy information in compliance with state and federal laws and regulations. You may get copies of medical records upon request. Your Personal Health Records (CCR) and lab results are available via the secure patient portal. For additional records we require a signed release and a fee is charged for copies. The fee is \$1.00 for the first 25 pages and \$0.25 each additional page. Electronic versions of your records are available for nominal charge based on pages processed but do not exceed state rates. We have 7 working days to comply with a medical records request. See our HIPPA policy for more information. As a courtesy, laboratory results can be printed and mailed by leaving a SASE at the time of your appointment and the results will be mailed automatically.

Patients' Bill of Right and Responsibility

A copy of the Patients Rights and Responsibilities is available upon request in the office or on our office website.

Insurance and Billing

We participate with a select number of Insurers and are Participating Medicare Part B Providers. Contracts are subject to change without notice. We do not participate with all plans that those companies provide. Please provide us with current and accurate insurance information before you are seen in order to allow us to determine your financial responsibility. Please notify us if you have a change of insurance coverage. If you have a change of insurance please allow for additional intake time at your next scheduled appointment so that we may update and verify your new policy unless you update on the patient portal. We will bill your insurance if we have an established relationship with that insurer. We do not participate with discount card programs. We will be happy to provide you with a receipt or HCFA 1500 claim form. If we are required to bill your insurer and no payment has been made within 60 days of billing date we may send you a statement. If you receive a statement due to non payment by your insurer do not ignore it, call your insurer and our office. **If payment has not been received within 120 days of us submitting a claim we will bill you for the visit as per state prompt payment laws.**

Your policy spells out your specific coverage and varies greatly from patient to patient. Your policy spells out specifically what services your insurance carrier will cover (pay for) and you should understand your plan prior to seeking care. Payment decisions are made by your insurer and are based on your policy and may not be concordant with medical recommendations your doctor makes. We must provide care that is consistent with your individual needs and goals and any dispute about what services are covered or paid for are between you and your insurer. Our office complies with contractually regulated billing policies and procedures. Please ask the office for a fee schedule. Service costs vary and are based on standard visit coding which includes a number of elements such as the number of diagnosis addressed, testing required and complexity of decision making and associated work related to the visit being billed. Please notify us if you have a secondary or additional insurance coverage so that we may bill your secondary insurance if necessary. **WHEN you sign in and consent to care you understand that you are responsible for payment of non covered services. Payment is expected when services are rendered and upon receipt of statement.**

CO-PAYS-are collected prior to you being seen. Patients who pay a co-insurance will make payment at checkout which are estimated from the actual visit level only and do not include payment for testing or other procedures performed. Additional payment may be due once we receive notice from your insurer. Your insurer will notify you of your responsibility. Please read your INSURANCE Explanation of Benefits CAREFULLY. **We may request payment of outstanding balances prior to you being seen even if you have not been mailed a statement.** In effort to control costs for we usually do not mail out balances of \$5 dollars or less.

If you fail to provide us with accurate information before you are seen you may be responsible for payment of the visit. We reserve the right to charge late fees, collection fees and fees related to court costs. If your account is transferred to a collection agency additional fees may be added by the collection agency.

Statements are mailed to your address of record. If you move or change address, please notify our office in writing at the above address. Failure to update your records may cause your account to be sent to collections due to non payment. If your account is in arrears we may contact you by phone as a courtesy to notify you of your outstanding balance. Please avoid collection proceedings which may harm your credit by paying all statements promptly upon receipt. If you have any questions regarding your bill please contact the office by phone or in writing.

We accept the following forms of credit cards: Discover, MasterCard, VISA , American Express. Checks are deposited on date of service. There is a \$35.00 worthless check fee for any checks returned for non-sufficient funds and/ or stop payments. If a check is returned for any reason by your financial institution, you will be notified by our office by phone via telephone call to make payment via credit card or set up a firm payment date for up to 10 business days from date of contact. Failure to meet your financial obligations under our office financial policy may result with your check and information pertaining to it may be turned over to the State Attorney's office for charges. Refunds are monitored and processed on a consistent basis. We will apply any refund amounts to outstanding balances prior to forwarding refunds.

Prescriptions

Prescriptions are a professional service and a part of your treatment plan. Ongoing medical evaluation of benefits and risks of each medication requires regular office visits. State law requires appropriate assessment and documentation of findings prior to writing of a prescription.

It is your responsibility to notify us of all medications (prescriptions, over-the-counter, and herbal) that you are taking in order to avoid drug interactions. Please bring your medications to the visit so that we can avoid duplication of generic/brand medications, verify dose and coordinate refills with your visit. Medications are frequently changed or substituted by pharmacies and we need your help in preventing medication errors.

Please request medication refills at your appointment. A refill request outside of an office visit requires up to 3 working days to process and may not be approved without a visit. Prescription refills are not processed on weekends or at night. Refill requests received after 3 pm may not be processed until the next working day. Medication refills are a predictable event-- Please check your bottles and plan ahead.

Please review your visit summary and prescriptions to make sure they accurately reflect your medication the way that you take them. Please make sure that your medication has been successfully sent to the correct pharmacy or that you have the requested prescriptions in hand prior to leaving the office. If you need a 90 day mail order rather than the 30 day refill please let Dr. Crews know at each visit. Please update your information. We need your MAIL order and local pharmacy loaded into the database. Step therapy requirements for some medication may be required by your insurer, if medication changes need to be made, you may be asked to schedule an appointment or a TELEPHONE visit will be billed in accordance to coding guidelines. If your insurer does not cover this expense you will be responsible for payment. **Finally the patient portal should not be used to request prescription at this time. This eliminates errors and duplications.**

Referrals and Preauthorization

Referrals require medical evaluation to confirm condition and appropriateness of referral. If your insurer requires a referral you will be asked to schedule an appointment to discuss the request with Dr. Crews. Referrals for routine GYN, Podiatric, Dermatologic and Chiropractic care are subject to state laws and limited visits may be obtained without referral. Some specialist will not schedule you without a referral.

We will forward a referral request via fax (or electronically) to the selected provider. If you have a preference for a specific specialist or require a specific hospital for care please notify our staff. Please verify provider participation with your insurance plan prior to being seen. If staffing is available, we will schedule the first available appointment for you. Our office will provide you with a copy of the referral request with all pertinent information. **If we do not schedule an appointment for you before you leave our office, please call to inform us of your appointment after it is scheduled so that we can follow up and obtain appropriate records from the specialist's office.** If you need to change your appointment please contact the specialist to change your appointment and inform us of any changes.

Authorizations are frequently required for MRI, CT, PET, NUCLEAR IMAGING, certain medications, hospitalizations, labs and other outpatient procedures. NON urgent authorization processing may take up to 5 working days. We will call or go online to get authorization as required by your insurer. Such authorizations are not a guarantee of payment. Authorizations are based on INSURER guidelines for payment and may not be concordant with medical necessity as determined by Dr. Crews based on your healthcare needs. Benefits are subject to your deductibles and other policy restrictions. require you to be present for a visit to process your authorization. You need to verify authorization has been obtained prior to undergoing testing ordered by other physicians, we are not responsible for authorizations of testing ordered by other physicians.

Office Testing

We no longer draw blood in the office, you will receive order and you should proceed to your participating laboratory for lab draw. If you are not sure which labs to use, contact your insurance company. If we are doing minor surgery please make sure we are using the correct lab to process your laboratory specimen. If you get a lab bill, DO NOT IGNORE IT- contact the billing lab for any questions. We will not be responsible for any payment for lab services for our patients.

Results

We request that you schedule a follow up appointment to review results of your laboratory and diagnostic testing if not already scheduled or if you have specific questions. We will contact you if there are any needs for follow up. It is not customary to provide laboratory request for blood draw prior to your scheduled visit. We are required to provide diagnostic codes and medical necessity for laboratory testing. Dr. Crews may also require additional testing based on visit findings so we will continue to provide laboratory orders at visit.

We release the labs to the patient portal or you may leave \$1.00, or a self-addressed, stamped envelope at your visit and we will mail your lab results to you. Courtesy copies of latest labs or diagnostic imaging results may be printed at your next regular follow up office visit at no charge. Additional records require medical records release and payment as per policy, see medical records release.

Advanced Directives and Organ Donation

We ask that you provide us with a copy of your advanced directives, health care surrogate form and/or DO NOT RESUSCITATE order. If you do not have one, please ask the staff for information or go to the following web address to download a copy for completion. We will verify you wishes and update them annually.

http://www.fdhc.state.fl.us/MCHO/Health_Facility_Regulation/HC_Advance_Directives/docs/adv_dir.pdf

<http://www.donatelifeflorida.org/>

Other Important Information

Please provide us with an emergency contact. An emergency contact is someone who does not live with you. WE will use this contact only if we are unable to get in contact with you and there is a MEDICAL necessity for us to do so. If you reside in another location at any time please provide us with the alternate address and phone number. Dr. Crews is not a pain management specialist and does not typically prescribe controlled substances for chronic use. If you require certain medications a referral may be made for you. If you have any questions or comments, please speak with our Office Manger, Leslie, or myself at your visit.

Sincerely,
Steven A. Crews, DO