

ADVANCED DERMATOLOGY & SKIN SURGERY, P.A.

Thank you for scheduling an appointment with Advanced Dermatology. We are committed to your treatment and well being and will work hard to serve your needs. In order to make your visit as pleasant and productive as possible, please review our office and financial policies, which we require you read and sign prior to any treatment.

- Complete the **Patient Registration** and **Medical History** prior to your arrival.
- If applicable bring your current insurance card(s).
- Bring a photo ID.
- Bring all medical records, list of current medications and/or other tests related to your visit.
- If your insurance company requires a pre-authorization for this visit, you must obtain the authorization form and present it at your time of visit.
- All new patients are asked to arrive 15 minutes prior to the scheduled appointment time.

Providing a pleasant environment that is conducive to the delivery of excellent patient care as well as one that promotes a positive employment experience for our staff is a priority for us. We hope that your experience with us meets or exceeds your expectations. We make every attempt to accommodate our patients to the highest standard with respect and dignity. We ask our patients to respond to our staff in the same manner. Behavior by any patient that is disruptive to the business operations will not be tolerated.

Office Policies

Appointments

Appointments may be made Monday through Friday by calling (828) 274-4880, press 5. When scheduling an appointment, the receptionist will gather information to ensure enough time is allocated for your visit. Please arrive for your scheduled appointment on time. Patients who arrive late may have to be worked in, or if you are more than 15 minutes late we will have to reschedule. If you are unable to keep an appointment please call us at least 24 hours in advance so we may use those times for other patients. If you do not keep your appointment, or if you cancel the same day of your appointment, there will be a \$50 charge.

Office Hours

The office is open Monday-Friday 8 AM-5 PM. On days of inclement weather please call the office before leaving for your appointment to hear a recorded message concerning whether the office will be closed or opening late.

Emergencies

Emergencies will always be given priority. During office hours, call (828) 274-4880; after hours call (828) 259-5008. Should a true emergency arise after office hours call 911.

Prescriptions and Refills

Prescriptions and refills are only issued during regular office hours before 4:00 PM. Calls received after 4:00 PM for routine refills will be handled the next business day. Pain medications are not refilled after hours. We want to process requests for prescription refills as quickly as possible. When a prescription needs to be refilled, please call the pharmacist to check and see if there are refills authorized. If there are no refills, call our office. We may call in a refill or request that the patient first be seen by a provider. When you call for refills please have available the patient's name, address, date of birth, name of medication, the pharmacy name and phone number. Please contact the office before any medication has completely run out.

Fees, Payment Policy and Insurance

For each visit to our office, we will ask you to provide the information needed to verify your insurance coverage and file your insurance claim. If you are unable to provide adequate insurance information, we will require that you pay in full for services rendered at the time of the visit. **Depending on your insurance plan, a deposit may be required to schedule certain procedures with the balance due in full at the time the procedure is performed. Deductibles (including HSA plan deductibles), and coinsurance are due at the time that medical services are rendered. Prior balances and copayments may be collected at check-in. All past due balances are required to be paid in full before new services are rendered.**

Advanced Dermatology & Skin Surgery accepts cash, personal checks, debit cards, Visa and MasterCard. CareCredit financing is available. The office will not accept post-dated checks. There is a \$25 charge for all returned checks and you will then be asked to pay cash or money order for all future appointments. Delinquent accounts will be charged an additional administrative fee of \$50.

We participate with many insurance carriers and it is your responsibility to insure that we participate with your particular plan. Because your insurance policy is a contract between you and your insurance company, it is your responsibility to know and understand your plan's requirements and policies regarding co-payments, co-insurance, deductibles, and benefits. Should your insurance carrier deny a claim, we will make a reasonable attempt to help you resolve the disputed issues. In the event your health plan determines a service to be "not covered"; you will be responsible for the complete charge. In that event we will bill you, and payment is due upon receipt of the statement. Please keep copies of all billing information so that you can follow-up with claims with your insurance company if it becomes necessary. If your insurance carrier has not paid in FULL within 45 days the balance due may become your responsibility.

If an overpayment occurs, your account will be credited, you may either leave that amount on your account as a credit or request a refund providing there is no outstanding balance owed on your account. Please allow 10-14 business days for refunds to be processed and mailed to you.

Lab Billing

If a biopsy is performed please be aware of the diagnosis notification and billing process:

Advanced Dermatology is pleased to be able to have a dermatopathology lab and a qualified dermatopathologist as part of our practice. This enhances the care that we are able to provide to you and simplifies the billing process. Advanced Dermatology will file an insurance claim for each biopsy or excision processed in our on-site lab. These services will be billed under the names of the laboratory physicians, Dr. Zivony and Dr. Swick, for the portion of services they provide to process your biopsy. Once insurance processes your claim, if there is a patient balance, you will receive a statement from Advanced Dermatology. You will see Drs. Zivony and Swick as billing providers on your statement for the services they provided in the lab even if you did not see these providers during your recent office visit.

Medicaid

Medicaid patients must present a current Medicaid card and be prepared to pay any applicable co-payments. If you do not bring your current Medicaid card and applicable co-payment, your appointment will be rescheduled.

Usual and Customary Rates

Our practice is committed to providing the best treatment for our patients, and we charge what is usual and customary for our area. You are responsible for payment regardless of any insurance company's arbitrary determinate of usual and customary rates.

Minor patients

A parent or guardian must accompany a patient under the age of 18 and are responsible for consent of treatment and full payment. Unaccompanied minors will not be treated.

Medical Records

The authorization for release of medical records will be provided to you upon request. A signed authorization is needed to release medical records and a new release is required every 12 months. **Please allow 72 hours to process medical record requests after we have received your signed form.**

In Closing

Good medical care results from mutual understanding, respect and trust. Our goal is to provide you with the highest quality care possible. Should you have any questions, comments or suggestions on how we may improve our service, please let us know.