

Michelle M. Mulder, M.D. Michelle A. Hanes, M.D.
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Office and Financial Policies

Thank you for choosing our practice! We are committed to the success of your medical treatment and care. Please understand that our office policies, including payment of your bill are part of this treatment and care.

For your convenience, we have answered a variety of commonly-asked questions below. If you need further information about any of these policies, please ask to speak with either our business manager or office manager.

Patient Information Forms

We ask that you have all of your paperwork completed prior to your appointment. For your convenience, we have provided these forms on our website. If this does not work for you, we can mail you this form so that it may be completed in advance. If you arrive for your appointment and have not completed the required paperwork, we reserve the right to re-schedule your appointment. Please bring photo identification and insurance card to your first appointment.

Children in the office

We prefer that, for health reasons, you do not bring your children to your appointments with you. However, we understand that there are extenuating circumstances, and if you must bring them with you, we ask that you closely supervise them. If your children are sick, we ask that you re-schedule your appointment.

What about missed appointments?

We kindly ask that you give us the courtesy of a 48 hour advance notice if you must cancel your appointment. If you fail to cancel your appointment within 24 hours, or fail to arrive for your appointment, you may be charged a late cancellation fee of \$25.00. If you fail to cancel more than 24 hours in advance, or fail to arrive for more than one appointment, you will be required to secure any subsequent appointments with a credit card. You may also be asked to seek a new physician.

How are my medicine refills handled?

Our policy is for the patient to call their pharmacy and ask them to fax the refill request for your medication to (281) 292-1014. Requests are usually handled within 48 business hours. Processing times may vary depending on the availability of your doctor, who for your safety, must review each request prior to completion.

Do I need a referral?

If you have an HMO plan with which we are contracted, you need a referral authorization from your primary care physician. If we have not received an authorization prior to your arrival at the office, we have a telephone available for you to call your primary care physician to obtain it. If you are unable to obtain the referral at that time, you will be rescheduled.

Medical records

If you need a copy of your medical records, we would be happy to provide them at anytime. However, should you need records sent to someone other than yourself, we require that you complete and sign a records release form. These forms are located on our website, or you can get a copy from our front office staff. We are allowed charge a fee of \$25 for providing your records to any person or service;

however, as a courtesy, this fee is waived when we send your records directly to another physician's office. State law allows fifteen business days for processing of medical records.

_____ **FMLA paperwork**

If you need FMLA paperwork to be completed by our office, there is a \$25 fee that must be paid when you pick up your paperwork. Please allow our office 72 hours to complete FMLA paperwork.

_____ **Emergencies after hours**

If you need medical care when the office is closed, please call the office to speak with the answering service. The answering service will, in the case of an emergency, contact the on-call physician and have them contact you. Please limit these calls to true emergencies only.

_____ **How may I pay?**

We accept payment by cash, checks, Visa, Mastercard, American Express, and Discover. For your convenience, our billing office is staffed Monday through Friday from 8:30 AM to 5:00 PM. You are expected to make payment in full upon receipt of a bill showing your balance due. If you need to make payment arrangements, please ask to speak with our business manager. A monthly billing charge will be added to all accounts not paid in full within 60 days of service.

_____ **When is my account delinquent?**

An account is considered past due 30 days following billing unless other arrangements have been made. Unpaid accounts beyond 90 days are considered delinquent and may be forwarded to our collection agency and will have a service fee added.

_____ **What is my financial responsibility for services?**

Claims that have not been paid in 45 days may be billed to you. In the event that we do so, we can assist you in re-filing with your insurance.

_____ **Legal fees:**

Any patient sent to collections will be responsible for all collection fees.

_____ **Medicaid**

We only accept Medicaid for pregnancy only. Our office accepts only Amerigroup and Traditional Medicaid. If you have Medicaid and are not on these plans, you will need to change to one of these plans immediately. We do not accept out of state Medicaid.

I have read, understand, and agree to the office and financial policies of Michelle M. Mulder, M.D. and Michelle A. Hanes, M.D. I understand that charges not covered by my insurance company, as well as applicable co-payments and deductibles, are my responsibility.

Patient Signature

Patient Name (print)

Date