

Office
Policies &
Notice of
Privacy

2014

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LUNA SPINE
AND
ORTHOPAEDIC
SURGERY

2014

**LUNA SPINE
ORTHOPAEDIC
PRACTICE**

[OFFICE POLICIES]

Luna Spine Orthopaedic Practice strives to provide the best care for our patients. Our office policies are set forth by the practice. Any questions regarding our office policies, please ask to speak with our Office Manager.

OFFICE POLICIES

- I. **I. Arrival Time**
- II. **Missed/Cancelled Appointments**
- III. **Appointment Reminders**
- IV. **Forms, Letters and Reports**
- V. **Medical Records**
- VI. **Prescriptions**
- VII. **Virginia Prescription Monitoring Program**
- VIII. **Referrals**
- IX. **On Call**
- X. **Verbal Abuse**
- XI. **Laboratory Tests and Billing**
- XII. **Workman's Compensation and Auto Accident claims**
- XIII. **Patient Financial Responsibility**
- XIV. **Co-payments and Coinsurance**
- XV. **No Insurance or Non-Participating Insurance**
- XVI. **Returned Check Fee**
- XVII. **Other Inquiries**

OFFICE POLICIES

I. Arrival Time:

New Patients- Please arrive 30 minutes prior to your scheduled appointment time in order to fill out new patient forms and insurance information. If new patient forms are completed beforehand, please arrive 15 minutes prior to your scheduled appointment time.

Established Patients- Please arrive 10 minutes prior to your scheduled appointment time in order to complete or update any necessary paperwork. You are required to notify us of any changes to your demographic or insurance prior to your office visit and have present your insurance card and photo ID. Patients who have not been seen within the last 3 years considered as new patients. Patients who arrive late to their appointment may be asked to reschedule and are subject to a no-show fee.

II. Missed/Cancelled Appointments:

Missed appointments will be assessed a "no-show" fee depending on the type of visit. Appointments cancelled with less than 24 hours' notice are considered a missed appointment and will be charged a no-show fee.

Acute and routine follow up visits - **\$30**

Consultations and comprehensive follow up visits - **\$60**

Multiple missed or cancelled appointments may lead to patient dismissal from the practice.

III. Appointment Reminders:

Appointment reminders are done as a courtesy of the practice. We will attempt to call you two days prior to your scheduled appointment to confirm the date and time of your appointment. We will leave a message if you do not answer and you will not receive any other reminders of your appointment. Patients are ultimately responsible for any missed appointments and will be responsible for a "no-show" fee as indicated above.

IV. Forms, Letters, and Reports:

Due to the extra time required of the providers, the completion of any documentation is subject to a fee. All fees are collected at time of pick up. Please *allow at least 3 business days* to complete any documentation.

1. Medication authorization forms for school/institutes (if not done at time of physical) - **\$15**
2. DMV forms - **\$25**
3. Disability Forms (depending on complexity) - **\$25-35**
4. Letters (depending on complexity) - **\$15-35**

OFFICE POLICIES

V. Medical Records:

To obtain a copy of your medical records you must sign a medical records release form. For continuity of care, there is currently no fee for medical records released directly to another provider.

For patients requesting a copy of their medical records to be released to the patient, there is a charge of \$.10 per page up to the first 10 pages and \$.25 per page for all pages after the first 40 pages. All fees must be paid prior to the release of records. Fees are based on California State Guidelines. Medical records will be copied onto a CD, or on paper at the patient's request. Please allow 15 - 20 business days to process all requests.

Please note that according to California State law, we are only required to maintain patient medical records for seven years from the last patient encounter with the following exceptions: 1) Records of a minor child, including immunizations, must be maintained until the child reaches the age of 18 or becomes emancipated, with a minimum time for record retention of six years from the last patient encounter regardless of the age of the child; 2) Records that have previously been transferred to another practitioner or health care provider or provided to the patient or his personal representative; or 3) Records that are required by contractual obligation or federal law to be maintained for a longer period of time. After this time, it is at the discretion of the Practice to destroy medical records. Medical records are destroyed in accordance with HIPAA guidelines by shredding.

VI. Prescriptions:

Please contact your pharmacy for refill requests. They will fax the request to our office. It may take up to 72 hours to process your refill. If you have not been seen in our office in the past 6 months or are prescribed certain medications for chronic conditions, you must come in to be re-evaluated by the provider to obtain your refill.

Refills regarding controlled substances must be written and picked up by the patient/guardian from our office and hand carried to the pharmacy. Photo IDs are required at time of pick up for identity verification. We do not mail prescriptions. Please allow 72 hours for process your refill request.

There may be a \$15 fee for lost or rewritten prescriptions or, in some instances, prescriptions provided without an appointment. Please inform the provider at the time of your appointment of any prescriptions you require and if they should be written for mail order.

VIII. State of California Prescription Monitoring Program (CURES, PDMP).

A provider at Luna Spine Orthopaedic Practice may obtain your specific history of prescriptions for all controlled substances if it is helpful for the provider in determining a patient's treatment.

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VIII. Referrals:

If a referral is required by your insurance, please contact our office to have one processed prior to your appointment or procedure. Please allow 3 business days to process referrals. Patients are ultimately responsible for knowing their coverage and benefits. We cannot backdate referrals due to legality reasons and federal law.

IX. On Call:

Phone calls after hours are for urgent matters only. Providers on call cannot refill medications nor call in medications, including antibiotics or narcotics.

X. Verbal Abuse:

Verbal abuse of staff and providers regarding missed appointments or any other office policies will not be tolerated and may result in dismissal from the practice.

XI. Laboratory tests and billing:

Luna Spine Orthopaedic Practice primarily uses LabCorp for our lab testing. LabCorp is not a part of Luna Spine Orthopaedic Practice and any labs drawn or processed are a convenience so you will not have to go to a separate facility for blood draws. You may use any other laboratory facilities if you choose. It is the patient's responsibility to notify the office prior to drawing blood if they are required by their insurance to use another laboratory facility. If so, we will provide you with a prescription to take to the lab of your choice.

For any laboratory billing questions, please contact the LabCorp billing department at 1-800-845-6167, not our billing department. Our billers do not have access to the lab billing procedures or charges.

If the laboratory facility reports a problem with coding or diagnosis codes, please contact our office.

XII. Workman's Compensation and Auto Accident claims:

In the case of a worker's compensation injury or automobile accident, you must obtain the claim number, phone number, contact person, and name and address of the insurance carrier prior to your visit. If you have elected to opt out of your Employers Preferred Provider Program for a work-related injury, please bring your signed opt out letter with you at the time of your first visit. If this information is not provided, you will be asked to either reschedule your appointment or pay for your visit at the time of service.

OFFICE POLICIES

XIII. Patient Financial Responsibility:

Patients are responsible for knowledge of their insurance benefits as well as being fully responsible for all charges regardless of insurance coverage. If you do not believe your insurance will cover a procedure, you have the right to decline the procedure prior to it being performed. It is your responsibility to determine whether we participate with your insurance prior to your office visit. We will only submit charges on your behalf to insurance carriers with whom we participate. Although we are "in network" with an insurance, not all procedures may be covered as your employer negotiates the term of your coverage. If your insurance company does not pay within 60 days, you will be responsible for payment in full at that time.

XIV. Co-payments and Coinsurance:

Where we have participating agreements with insurance carriers, your co-payment and/or coinsurance is due at the time of your office visit. Failure to make your co-payment will result in an additional \$10 service charge for administrative costs. For your convenience, we accept cash, check, Visa and MasterCard.

XV. No Insurance or Non-Participating Insurance:

For patients who do not have insurance and the payment is paid in full at the time of your office visit, we will provide a 40% discount on most services, not including vaccines or labs. If the payment is not paid in full or you have recently lost your coverage, contact the billing department prior to your appointment to setup a payment plan. If you do not have a current insurance card, you will be considered a cash account. Patients with non-participating insurances, including overseas insurance, will be considered a cash account and given an encounter form to submit to insurance for reimbursement. Patients with non-participating insurances cannot receive the 40% discount.

XVI. Returned Check Fee:

There is a service charge of \$25 for each check returned for insufficient funds. Your account may be subject to payment by cash and credit card only.

XVII. Billing:

Please contact *Compliance Billing Specialist* at (866) 336-3267 or www.compliancebillingspecialist.com and have your account number ready. Most problems occur when the insurance information was not updated at the time of your office visit. You must update your information in writing as well as supply our front office with a copy of the front and back of your insurance card at the time of the visit if there is a change. We have 60 days to file the initial claim. We are not responsible for contacting the insurance carrier to verify if you have coverage.

Questions, comments, or concerns regarding our office policies should be directed to our Practice Manager at (951) 600-1795. Office policies are subject to change. Changes will be updated at www.lunaspine.com or made available at the time of office visit.