

AMARILLO DERMATOLOGY OFFICE POLICIES

Insurance

The patient is responsible for providing Amarillo Dermatology with the correct insurance information and obtaining any referrals required by the insurance company. Please bring photo identification & current insurance card to every visit.

The patient is responsible for responding promptly to requests from the insurance company to provide any additional information they may require. If this information is not provided and they do not pay us because of the delay, the account will become due and payable in full at that time. Contrary to common understanding, all procedures (e.g., freezing of warts, injections, skin biopsies) are considered surgical procedures by most insurance companies, so the fees for these services may apply to a separate surgical deductible, copayment or coinsurance. Skin tag removal is considered cosmetic and is not covered by insurance.

We accept most major insurance companies including, but not limited to, Medicare, United, BCBS, IMS, Aetna, Humana, City of Amarillo, and Tricare. We only accept some of the Medicare replacement plans. We do not accept CHIPS and Medicaid. Please call the office or check your insurance website to see if we are in-network.

Payment

All copayments and deductibles are due at the time of the office visit. Any remaining balance after the insurance has paid is the patient's responsibility and is due upon receipt of the bill. If your account has a balance due, please plan to pay that balance before or at the time of an upcoming appointment. Patients without insurance coverage should be prepared to pay this visit balance on the date of the visit. We accept cash, checks, Visa, MasterCard, and Discover. Our office charges a \$25 returned check fee. Past due accounts are turned over to a collection agency.

Missed Appointments and Cancellations

For cancellations please contact our office at least 24 hours prior to the scheduled appointment. We reserve the right to charge a \$25 fee for late cancellations and missed appointments.

Medical Records

Medical records can be obtained by the patient or sent to another office with completion of a written request. A fee may be charged for these records.

HIPAA

All medical records are protected as required by law. Copies of our privacy policy are available at our office.

Prescriptions

Please bring a list of all medications the patient is taking (including prescription topical creams and over-the-counter creams or medicines) to each visit. If a 3 month supply is required, please inform the physician before they write or call in the prescription.

To request a prescription refill, please call our office with the patient's name, date of birth, preferred pharmacy, preferred pharmacy phone number, and name of the desired prescription. Some prescriptions may require an office visit to be refilled.

_____ Patient Initials