

Office and Financial Policy

Welcome and Thank you for choosing Savannah Endocrinology. We are committed to providing you with the highest quality medical care possible in a cost-effective manner. We specialize in providing endocrinology care to our patients and therefore we do not provide primary care services, immunizations or vaccinations. This policy will be updated yearly.

Office Hours: our office is open Monday – Friday, 8:30 am to 4:30 pm. We are closed daily for lunch from 12:00 pm to 1:00 pm.

After-Hours/Emergencies: Our physician is available to you after hours by calling our main office number. Should you need to contact the physician, this may result in additional charges which are not covered by insurance. The fee for after-hours care is \$50. You may leave a message for non-urgent matters and a staff member will return your call the next business day. If an emergency, please call 911. If you are not sure whether you need immediate assistance, please contact your primary care physician or seek local urgent care for evaluation. If you are experiencing troubleshooting/malfunction on a diabetes technology device such as insulin pump and/or continuous glucose monitoring device, please contact the manufacturer immediately. Notify our office by leaving a message with the concern/incident, and refer to your provider’s emergency plan which may entail administration of insulin by self-injection and monitoring of your blood sugar using a glucometer.

Prescription Refills: It is your responsibility to keep up with your medications. Prescriptions are to be completed at time of visit. You can expect a 24-to-48-hour turn-around time for prescriptions to be sent to your pharmacy. Do not wait until the last minute to request medications. Request for medications made after NOON on Friday may not be addressed until Monday. Unfortunately, we are not able to handle new prescription or medication refill requests after office hours. Savannah Endocrinology specializes in endocrinology care and such chronic disease management. We will NOT refill medications prescribed by another physician for the treatment of depression and/or pain. If you have not been seen by the office recently and not following the treatment and follow up plan as set by your provider, Savannah Endocrinology will NOT refill your medication for your safety and the good faith practice of medicine. Exceptions to be determined by the physician.

Appointments: As a courtesy, we attempt to contact every patient with an appointment reminder phone call, e-mail, and/or text message. However, it is the responsibility of the patient to arrive on time. Please arrive for your appointment 15 minutes early. When you arrive, please inform the front desk of any changes in demographics (phone no., address, insurance, etc.). Please note the staff prepares ahead of time for your appointment, and therefore if it is necessary to cancel your appointment, patients are required to call or leave a message at least 24 hours before their appointment time. Monday appointments must be cancelled by noon the preceding Friday to avoid the “late cancellation” fee. Notification allows the practice to better utilize appointments for other patients in need of prompt care. The fee for a “no show” or “late cancellation” will be \$50.00.

All fees must be paid prior to any rescheduling.

Relevant labs/test results are to be completed before your appointment. If completed at a different location or by your referring provider, you must bring copies of your results. We respect your time and understand you may have taken time away from work /school to attend your appointment. We will do everything we can to keep appointments on time, however your provider will spend as much time as necessary with each patient to address their medical needs. If there is a delay that is too much for your schedule, we will gladly reschedule your visit. We appreciate your patience and understanding.

Phone Calls: Every phone call is important to us. Our phone system will capture your call and generate an immediate email with your recording. Messages are reviewed every hour. We are working to address your concern and will attempt to answer your call and return your message as promptly as possible. Our clinical message center is available 24 hours a day. Non-urgent calls are returned within 24-72 hrs. Please do not leave multiple messages as this will delay the staff in communicating back to you. Do not leave urgent messages, Refer to our After-hours/Emergencies Policy. All messages are reviewed by our Registered Nurse and Physician.

Review of test results/Lab result Policy: Labcorp is located on our campus. Lab orders are automatically sent to Labcorp. Please notify the office if other arrangements are needed. You may schedule a lab appointment online on Labcorp’s website.

Revised Office Policy – effective May 30, 2024

Lab and/or Imaging results are reviewed AT your scheduled office visit. You will need to complete your lab 7-10 days PRIOR to your scheduled appointment. It is very important to have your testing completed, failure to complete your labs reduces the value of the office visit. Labs ordered by another doctor do not automatically get sent to our office. We ask that you contact that physician's office and make arrangements. Please bring with you a copy of your results and/or have your results sent by fax.

Office fax number: 912-244-6744. If specifically ordered lab/imaging, in-between appointments allow 7-10 days for review, interpretation and recommendations. If it has been more than 2 weeks, then please contact our office.

Insurance: It is your responsibility to know your insurance benefits. Please be aware that some services provided at Savannah Endocrinology may be deemed non-covered services or not medically necessary under Medicare and/or other medical insurance programs. Due to the number of new plans available and the constant changes in insurance carrier policies, Savannah Endocrinology will not guarantee insurance coverage or payment for any services. Patients are responsible for understanding their own coverage, co-pays, co-insurance, deductibles, and any referral or pre-authorization requirements. Savannah Endocrinology is contracted with several insurance companies. We will verify your insurance coverage at each visit to help ensure your coverage is active. Notify the office if you have a change in address or insurance coverage. If you have an insurance plan that requires a referral, you will need to present a printed copy of the referral at check-in. If you do not have your referral, you will be asked to sign a waiver accepting full responsibility for any changes related to services provided on that date. We offer self-pay options for in-person and telehealth visits.

Payment is due at time of service. You will be notified of all balances unpaid by your insurance. Regardless of insurance coverage, you are responsible for all bills being paid in a timely manner. Savannah Endocrinology reserves the right at any time to suspend appointments and/or refer your care elsewhere for non-payment. Any outstanding balance over 60 days due will be referred to an outside collection agency and may be subject to a 10% collection fee. Any returned check will be charged a \$25 bank fee.

Medication Formulary Status/Medical Prior Authorizations/Appeals:

Your healthcare plan will have specific preferred covered medications often referred to as a list of formulary medications. If you are diabetic, we recommend you obtain a list of preferred/formulary medications provided by your prescription drug plan and bring in on the day of your appointment. In the event the medication prescribed to you is not preferred and/or requiring a prior authorization for use, the provider will permit pharmacy to change the medication to accommodate your specific healthcare plan unless you have documented failure or side effect of alternative medication. Please note completion and submittal of a prior authorization request does not guarantee your medication will be covered.

Prior Authorizations: Our policy is to comply with your specific healthcare plan. In the event your insurance requires an alternative medication option, unless deemed medically necessary, your prescription will be substituted with the preferred formulary option. If your healthcare plan requires a Prior Authorization for consideration of payment for your medication, please allow 5-7 business days for processing.

Diabetes technology device prescriptions require current A1c and evaluation every 3 to 6 months as specified by your A1c value and device. We understand your device Pump/Continuous Glucose Monitoring Systems are important to maintain blood sugar control, are convenient and vital however you are responsible for having alternative insulin delivery such as insulin pen/vials/syringes and glucometer in the event your device stops working, or there is a delay in you receiving your supplies such as change in health plan coverage, cost or determination.

Forms/Administrative Fee: Completion of special forms such as FMLA, disability, workers compensation, letters for employers/school, other not provided at time of appointment etc. require time away from patient care and day to day business operations, and therefore we will charge an administrative fee. Diabetic shoe forms require a concurrent foot exam on day of form completion and therefore a visit will be scheduled. Blank forms will not be accepted. All patient information MUST be completed before submitting the form to us for completion. Forms will be completed within 7 BUSINESS DAYS. Many forms require a current examination prior to being completed. The charge for review and completion of medical forms or letters written by the physician is \$25.00. Payment is due at the time of pick-up of forms.



I acknowledge that I have received and read a copy of the Savannah Endocrinology Office and Financial Policy

Signature/Name

Date