

Greenhouse Internists Office Policies and Patient Responsibilities

www.greenhouseinternists.com

215-242-5000

APPOINTMENTS

SCHEDULING YOUR APPOINTMENT

Greenhouse offers both pre-booked and same day appointments. **Non-urgent appointments**, such as physicals, gynecological, and follow-up appointments can be requested up to **4 weeks** in advance by calling the office or requesting an appointment via the Patient Portal. **Same day appointment** availability is primarily reserved for acutely ill patients. When you request an appointment when you are sick, you may be contacted by one of our triage nurses for more clinical information. Although we try to schedule patients with their PCPs, you may need to see another doctor for acute appointments.

CANCELLING OR RESCHEDULING YOUR APPOINTMENT

If you need to cancel or reschedule your appointment, please call the office or send a message through the Patient Portal **at least 24 hours** prior to your scheduled appointment time. Failure to cancel or reschedule an appointment within 24 hours may result in a \$25 no show fee. Multiple missed visits without providing appropriate notification may result in termination from the practice.

LATE ARRIVAL

We make every effort to accommodate patients who arrive late for their appointments. However, in consideration of the time of other patients who are scheduled, patients who arrive more than 20 minutes past their scheduled appointment time may need to reschedule their visit. Arrivals that are more than 20 minutes late will be considered a missed visit and a \$25 no show fee will be applied.

BUSINESS HOURS

We are open 6 days per week:

Monday - Thursday	8:30 AM until 5:00 PM
Friday	8:30 AM until 4:00 PM
Saturday	8:00 AM until 12 PM

Our phones are turned off for meetings on:

Monday, Wednesdays, Fridays 12:30 -1:30 PM
Tuesday and Thursday 12:30 – 2:00 PM

The office is closed for meetings on:

Tuesday and Thursday 12:30 – 2:00 PM

After hours, or when the phone is turned off during business hours, patients can still reach a provider for emergencies through the answering service. One of the Greenhouse providers is always available to be paged for urgent situations that cannot wait until the office opens or the phones are back on. Patients will be connected to a medical answering service, who will contact the physician on call. For emergencies, call 911 or go directly to an emergency room. Doctors should not be paged for routine requests when the office is closed. Non-urgent messages can be left on our general voice mail.

FORMS

We are happy to have our clinical staff complete all necessary and appropriate patient forms. There is a \$15 pre-payment fee for this service. Forms are generally completed within 7 business days of receipt. However, after your doctor reviews the form, someone from the office might contact you for additional information. Failure to respond to outreach may delay form completion. Patients are notified when the form is completed.

LEAVING A MESSAGE FOR YOUR DOCTOR

During office hours, patients can leave a message for their doctor by calling 215-242-5000. Patients are to leave enough relevant details regarding the purpose of their call so that your call is appropriately prioritized. A doctor or nurse will respond to calls within 2 business days. Patients can send a secure message to their doctor through the Patient Portal at any time. A reply will be sent within 2 business days.

MEDICAL RECORD REQUESTS

Greenhouse Internists contracts with DataFile Technologies to copy and provide all medical records requested from our office. DataFile Technologies reserves the right to charge the medical record state fee structures as set forth in the state statute. Copy charges plus postage will be invoiced to you from DataFile Technologies with all of the necessary directions to receive your records. There is no charge for transition or continuity of care records that are exchanged electronically from Greenhouse Internists to another medical provider, and such requests are generally processed within 48 hours.

PAYMENT & INSURANCE INFORMATION

INSURANCE

We participate in most insurance plans. However, we don't accept Access, Aetna Better Health, AmeriChoice, Gateway Health, Keystone VIP, Select Plan for Women, Tricare (as primary), or United Healthcare Compass. Due to the frequent changes implemented by health insurance companies, it is the **responsibility of the patient** to verify that Greenhouse Internists is a participating provider with the insurance carrier's member services department before enrolling in the plan.

Insurances vary in their coverage and knowing your insurance benefits is your responsibility. There may be limitations and exclusions to your coverage. We cannot guarantee that your carrier will pay your claim. If your claim with your insurance carrier is denied, you will be responsible for the services rendered. We do not accept new self-pay patients. If you are an established patient, self-pay may be an option.

CO-PAYMENTS AND DEDUCTIBLES

All co-payments and deductibles **must be paid at the time of service**. This arrangement is part of your contract with your insurance provider. Failure on our part to collect co-payments and deductibles from patients can be considered fraud.

PROOF OF INSURANCE

We will request a copy of your driver's license/legal photo identification and current valid insurance card to provide proof of insurance. If you fail to provide us with the correct insurance information in a timely manner, you may be held responsible for the balance of the claim.

CLAIMS SUBMISSION

We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Your insurance benefit is not a contract with Greenhouse Internists; it is a contract between you and your insurance company.

COVERAGE CHANGES

Prior to each visit, we will ask you to verify your demographic information (i.e. name, address, etc.) and insurance coverage and provide proof of insurance. If your insurance changes, please notify us prior to your next visit so that we can make the appropriate changes to help you receive your maximum benefits. It is your responsibility to inform us of all such demographic changes and all coverage changes to enable us to properly submit claims.

NONPAYMENTS/DELINQUENT ACCOUNTS

If your account is 90 days past due, you will receive a letter stating you have 20 days to pay your account in full or arrange a payment schedule with our billing department. If your account balance is \$50 or more, you will need to pay at least half (50%) of your open balance before a visit can be scheduled. Please be aware that if a balance remains unpaid, you will not be able to make an appointment. We may refer your account to a collection agency and you may be discharged from the practice. If you are asked to leave the practice, you will be notified by first class and certified mail that you have 30 days to find alternative medical care. During that 30 day period, our physicians will only be able to treat you on an emergency basis.

MISSED APPOINTMENTS

Failure to cancel or reschedule an appointment **within 24 hours** prior to the scheduled appointment time will result in a \$25 fee. This charge is your responsibility and will be added to your bill as a direct charge to you. Missing multiple missed appointments without providing appropriate notification may result in termination from the practice.

RETURNED CHECKS

Patients will be charged \$20 fee for each returned check to cover the cost of the bank service fee charged to Greenhouse Internists. Our billing department will apply the fee to your patient account and will contact you for payment. Personal checks will not be an acceptable method of payment in the future if a check is returned.

BILLING QUESTIONS

Our billing department will handle questions you might have regarding your bill. To reach our billing department, call 215-242-5000, option 1, and then option 5.

PRESCRIPTION REFILLS

An appointment is not always necessary to refill a prescription. Patients can request a refill through our Patient Portal or by calling the office and leaving a voice message on the Prescription Line. Requests for prescription refills, other than controlled medications, are processed within 1 business day.

Any patient who is prescribed a controlled medication is on a state registry. We are required to check the state registry every time a patient requests a controlled medication. **Controlled medications** include narcotics, stimulants and sedatives, which may include medications prescribed for pain, ADD, sleep disorders, and anxiety. Controlled medication refills must be requested **two business days** before the refill is needed. Prescriptions for controlled medications will not be refilled after 12 PM on Friday, or on the weekends. Some medications require monitoring by your doctor. We will let you know if an appointment is needed.

REFERRAL REQUESTS

Patients can request a referral through the Patient Portal or by leaving a voice message on the Referral line.

Patients with HMO insurance plans (Aetna, Amerihealth HMO, Keystone Health Plan East, Keystone 65), are required to use Greenhouse Internists' capitation site, Tower Health (formerly Chestnut Hill Hospital), for radiology and physical therapy services. Some health plans besides HMOs might require prior-authorization for complex imaging tests like CT Scans and MRIs. When patients are referred by a specialist to an out-of-network provider, the specialist must complete the prior authorization.

Patients are responsible for verifying that the specialist they'd like to see accepts their insurance. Before requesting a referral, patients are to verify that Greenhouse Internists is listed as their primary care provider on their insurance card. Referrals must be requested at least **3 business days** before a specialist appointment. The following information is needed at the time of referral requests: the name and phone number of the specialist, the reason for the visit, **the specialist's NPI number, and the patient's best telephone number in the event additional information is needed.**

TEST RESULTS

If we have your email in your chart and see that you routinely use the Patient Portal to communicate with the practice, we will send your test results via the Portal. Otherwise, we will call or mail you the results.

TERMINATION FROM THE PRACTICE / MAINTAINING ACTIVE PATIENT STATUS

To be considered an active patient, you must see a provider at Greenhouse at least once every three years. Some patients with chronic or other medical conditions may be required to see their PCP more frequently. Regular visits are important to ensure that you are getting the care you need. For example, your provider wants to be sure they are prescribing the right type and amount of medication for you, ordering the tests you need, and making appropriate referrals for you. Please be sure to schedule an appointment whenever you receive a reminder that you are due for follow up.

A patient may be dismissed from the practice if they break a controlled substance contract, if they fail to pay their patient account balance, or if they miss multiple visits without providing appropriate notification. Patients may also be dismissed from the practice if they exhibit threatening or disrespectful behavior towards other patients or towards Greenhouse employees.

WEBSITE AND PATIENT PORTAL

Please refer to our website for practice updates throughout the year and for more answers to frequently asked questions: **www.greenhouseinternists.com**. The Patient Portal is the most efficient way to submit non-urgent requests (such as routine appointments, referrals, and prescription refills). Requests received over the patient portal are answered within 2 business days. Please register for the Patient Portal at the front desk.

(The terms of the policies are subject to change)