



## General Patient Policies

**Medical Records:** All medical Record requests are subject to a clinical preparation fee of \$15. Postage costs may also apply. Your referring physician and primary care physician receive a copy of your NervePro consultation and follow-up reports and results for any procedures performed in our office via FAX or Secure E-Mail without charge. The always improving patient portal is another good source to find your results.

**Forms:** There is a \$25.00 fee for any form that requires a doctor's signature. This includes nongovernment disability forms, travel cancellation, employer forms, and any other miscellaneous requests or forms. This is not payable by insurance and must be paid upon request. DMV forms require an office visit within 30 days of the form being completed. Please notify the receptionist when arriving if any forms are being requested.

**Referrals for Physicians and Ancillary Services:** when referred to another physician, or sent for physical therapy or imaging studies, NervePro does not verify if these organizations are preferred providers with your insurance plan. Most imaging providers will notify you if they are not on your plan so an alternate provider can be chosen. For your protection, please verify with the provider that the provider is on the insurance company panel prior to obtaining services.

If you choose to seek care at a non-preferred/non-participating provider for any service, you may be responsible for higher copayments and costs in excess of your insurance company's allowable amounts, up to the non-preferred providers total billed discharges. Patient's accept the financial responsibility for any additional cost for services obtained from a non-preferred/non-participating provider regardless of being referred by NervePro. For assistance locating a preferred provider for ancillary services, you may contact you insurance company directly or view their physician panel on line.

**Returned Checks:** a \$25.00 fee will be charged for any returned checks. We will be unable to accept your check for any services thereafter.

**Outside Collections:** If unable to make payment in full, contact the billing company, Advanced Billing Consultants immediately to make payment arrangements. Their number is 949-713-3998. If you do not respond to billing invoices, mailings, or phone calls from the billing company, we have no option but to send the account to collections and most likely discontinue care from this office. If the account is referred for collections, you will be responsible for the balance of your account plus a collection agency fee and possible attorney fees. If your account becomes delinquent or is referred for collections, the collection agency has authorization to obtain your credit report to assist them in collections of your bill.

### Diagnostic Testing Results

Imaging studies (MRI, CT, ultrasound) and lab tests are often an important part of a neurology workup. Those studies performed by or ordered by other physicians are often not available to us unless you bring them yourself. Most, but not all tests ordered by us from outside facilities are sent directly to us. Those performed at Hoag facilities can be viewed online. To make sure your visit is as meaningful as possible it is the patient's responsibility to bring the results of their previous tests for their visits at NervePro, and to return after testing to review and discuss tests ordered from our office. Reports may be faxed to (949) 727-3365. You can verify what results we have when confirming your appointment.