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Scheduling Tests or Procedures

Your physician may recommend tests or procedures. Some insurance policies provide a greater level of benefit when certain facilities are utilized. It is your responsibility to notify us if you want us to use a certain facility for insurance or other purposes.

Pre-certification

Some health insurance carriers require pre-certification and/or second opinions before testing or procedures are performed. Please ask your insurance carrier if this is a requirement on your policy. If pre-certification or a second opinion is required, we will assist you with this process, however it is ultimately your responsibility.

Liability Claims

We do not bill any liability carriers (e.g. Auto carrier's or homeowners) with the exception of workers compensation insurance. If you are injured in an auto accident, or on someone else's property, we bill your health insurance company. If charges are denied, they become the responsibility of the person named on the account.



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Workers Compensation

If you are injured at work, it is your responsibility to notify your employer immediately when it occurs. As with other types of insurance, we will submit claims to the employer's workers compensation carrier. If it is determined that your injury is not work related, we will bill your health insurance. If you do not have health insurance the balance becomes your responsibility.

Time of Service Discounts

Please ask our office about discounts that may be available.

Toll Free (877) 229-2273

www.baycare.net



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Thank you for choosing BayCare Clinic for your healthcare needs.

This pamphlet provides you with specific information about the BayCare Clinic policies.

After Hours Emergency Calls

A physician is on call for urgent and emergent situations at all times and the office phone number is answered 24 hours a day, every day.

An emergency is defined as:

- A complication from medical treatment, or;
- A serious medical condition or symptom resulting from an injury or sickness which arises suddenly and in the judgment of a reasonable person requires immediate care.

Rescheduling Appointments

To reschedule or cancel appointments, please call our office at least 24 hours in advance. Please note that missed appointments or failure to cancel appointments within 24 hours could result in being discharged as a patient from the clinic.



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Minors

If the patient is under the age of 18, they must be accompanied by a parent or legal guardian on their first visit in order for treatment to be initiated. You must request and complete a Minor Consent to Treat form if someone other than a parent or guardian will be accompanying the child for subsequent visits.

Medical Record Requests

If you would like a copy of your medical records, we require a minimum of a 48 hour notice as well as a copying fee. You are required to sign a "release of records" form prior to receiving your records. We also charge for record requests from attorneys, second opinions, medical testimony, depositions and completion of WKC-16 forms.

Disclosure of Physician Ownership in ABMC and ABHC

The BayCare Clinic physicians have ownership in Aurora BayCare Medical Center and Aurora BayCare Health Center. You have the right to request a list of all physician and non physician shareholders or you can access the BayCare Clinic Website (www.baycare.net) for additional information regarding the Aurora BayCare Relationship.



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Prescription Refills

Please discuss any medication needs at the time of your appointment. For medication refills that can be called in, please call 24 hours in advance. Requests received Monday through Thursday will be filled within 24 hours. Requests received on Friday may not be filled until the following Monday. Please note, we are not able to refill routine prescriptions after hours or on weekends.

Non-covered Services, Aesthetics and Plastic Surgery

You are required to pay for all non-covered services, aesthetics and plastic surgery in full either prior to or at the time of your appointment. If you cannot pay in full at that time, you will be required to reschedule your appointment. Aesthetics and plastic surgery are not discount eligible.

Insurance

As a service to you, we will bill your insurance. In order to do this, all applicable insurance ID cards must be presented at the time of service. You are responsible for any balance after insurance pays.

Co-payments

Co-payments are due the day medical services are provided. Cash, check, debit or credit card can be used to satisfy the co-payments required by your insurance company.

