

Eastern New Mexico Foot & Ankle of Clovis N.M (hereinafter collectively referred to as “ENMFA”)
Notification of Office Policies and Procedures

- 1 Reading the following policies and procedures annually will keep you informed about our office.**
- 2 Appointments:** Physicians are available by appointment during posted hours. During a medical emergency, patients should seek care at the nearest emergency room or call 911.
- 3 Refills and Medication:** Refills are completed via a pharmacy request. Contact your plan regarding your drug coverage.
- 4 Messages:** Phone messages received before 3PM are usually returned daily.
- 5 Benefits:** ENMFA will reiterate the benefits that were disclosed to us by your insurance plan. We will then collect based on the benefit level all applicable copays, deductibles, coinsurances and balances that apply at the time of service or at the pre-operative appointment.
- 6 Payments:** ENMFA accepts Visa, MasterCard, Cash and Checks.
- 7 Insurance Claims:** ENMFA files claims electronically for the patient's primary contracted plan and accepts payment via the patient's assignment. ENMFA only files secondary claims for Medicare patients; non-Medicare patients may request itemized statements to file to multiple carriers.
- 8 Multiple Policies:** When multiple policies exist, it is the policy holder's responsibility to inform ENMFA of their primary plan. Delayed filing to the primary plan can result in violating timely filing limits, resulting in a denial of service and full patient financial responsibility.
- 9 Insurance Networks:** ENMFA only files claims whom we have a contractual relationship; our in-network list is available upon request.
- 10 Liability Claims:** ENMFA does not accept worker compensation, personal injury protection, and letters of protection or other liability claims. These types of claims are to be paid in full by the patient.
- 11 Non-Covered Services:** ENMFA will not submit claims for non-covered items including, but not limited to cosmetic services and other over the counter convenience items (OTC eg. Biofreeze, Coban, Lyncos, Mycomist, etc...)
- 12 Referrals:** ENMFA may refer patients to other providers, facilities and labs. ENMFA is not responsible for these entities. The patient should contact these non-ENMFA providers, facilities, or labs directly regarding any billing questions. The policyholder is also responsible for all insurance prior authorizations and/or managed care referrals necessary for payment to ENMFA.
- 13 Missed Appointments:** A \$40.00 fee will apply for the 3rd appointment missed or canceled without 24 hours advance notice and the doctor holds the authority to dismiss the patient from the practice.
- 14 Appointment Hold:** Repetitive missed appointments, non-compliance, hostile behavior, and/or financially deficient relationship. 30 days' advance notice will be given should the situation result in transfer of the patient care.
- 15 Patient Balance Statement:** ENMFA will send a reminder or balance statement to the patient when the benefits have been misrepresented by the carrier. Each statement will be accessed a \$10 rebilling fee for each month that it is reissued.
- 16 Delinquent Accounts:** Past due accounts are subject to collection proceedings and are reported to the credit bureau. All collection fees, attorney fees and court fees shall become the patient/ guarantor's responsibility in addition to the balance due the office.
- 17 Return Checks:** A \$25.00 fee will be assessed on all return checks. Any NSF or Closed Accounts will result in future services on a pre-pay cash credit basis. The District Attorney's Office will prosecute unresolved checks.
- 18 Refunds:** ENMFA issues patient refunds by check within 30 days of a completed investigation of the potential overpayment, as long as the other outstanding accounts have been resolved.
- 19 Returns:** Only unworn and non-custom items are returnable within 14 days of receipt, if no visible signs of wear, tear, or odor. Custom items are tailored to meet individual needs: custom items are non-returnable, non-refundable.
- 20 Medical Records:** The cost for copied medical records and completion of disability forms will be charged to the patient and collected prior to replicating. The fees for services regulated by HIPAA and New Mexico Health and Safety Code.

The undersigned certifies that he/she has read and understands the forgoing 1-20 statements, and is either the patient, or is duly authorized by the patient as the patient's general agent to execute the above and accepts its terms.