

# *Rakesh Arora, M.D., F.A.A.F.P., P.A.*

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## **Office Policies**

**Please note the following will occur at every appointment, we ask that you come prepared:**

- We will ask to see your insurance card and form of identification to ensure our information is correct
- We will confirm your address and phone number for accuracy
- Collect outstanding balances or create a payment plan
- Virtual Visits require a credit card and insurance information to start the visit, please note your card will only be charged if your insurance plan has a copay and/or deductible following the completion of the claim processing with your insurance. You will receive an email notification prior to your card being charged.

## **Office Updates**

- Lawanis Raper Phillips NP has joined our team! We hope you will come to know her and trust her as we do!
- Our online schedules are better aligned so please feel free to schedule yourself
- We ask that if your loved one or friend wants to join the practice as a new patient that they call to schedule so that proper time can be allocated to getting to know them.

## **Policies**

- Three reminders are sent for appointments, please ensure your information on file is correct so that you receive these messages. We charge a no show fee if 24 hours notice is not given. Please be aware.
- Submit your refills to your pharmacy to expedite the handling of your medications
- Please note prior authorizations are at the discretion of your insurance company and may take 2-4 weeks for a determination.
- FMLA paperwork is \$50 to complete and takes a week to process. Other forms may incur a fee depending on complexity.
- This is a professional office, we reserve the right to discharge for disrespectful behavior
- Failure to pay account balances may result in patient discharge