



General Office Policies

Last updated: 11/2024

Appointment Rescheduling and Cancellation

- ❖ Inspire Integrative Medicine requires 24 hours notice for non-emergent appointment cancellations & reschedules. Canceling or rescheduling within 24 hours may be considered a missed appointment. Missed appointments may be subject to a \$50 cancellation fee. Multiple violations of this policy may result in termination from the practice.

Late Arrival

- ❖ Inspire Integrative Medicine understands that patients may sometimes arrive later than their scheduled appointment time. In these instances, we will do our best to make accommodations to continue treating the patient within the confines of the remaining appointment duration & respecting the following patient's time. However, in the instances when a new patient is >10 minutes late or an established patient is >15 minutes late, you will be asked to reschedule.

Switching Primary Care Providers

- ❖ Inspire Integrative Medicine highly supports collaboration between all of its providers. Each provider is happy and willing to provide immediate care to any patient. However, the office does not support the internal switching of primary care providers once a new patient relationship has been established.

Multiple Visits During Same Day

- ❖ Inspire Integrative Medicine grants patients the ability to schedule multiple visits with varying providers on the same date of service. However, as this policy is not always supported by a patient's insurance company, all patients will be required to sign an ABN accepting financial responsibility for if these additional visits are not covered. See "**non-covered services**" for more information.

Prescription Refills

- ❖ Patients in need of a prescription refill should contact their pharmacy directly. If a refill authorization is required, the pharmacy will request it directly from our office. Alternatively, patients may request prescription refills themselves through our patient portal. Refill requests will generally be completed within 2 business days. It is a patient's responsibility to request their refill with enough notice. General refills are not considered urgent nor will they be marked as such. If your

insurance plan requires a prior authorization for your medication, this could take additional time.

Patient Portal Messages

- ❖ Patients may contact their provider and office staff through our secure patient portal. Messages will be responded to within 2 business days. Patients should call the office directly for urgent medical issues. The patient portal is intended for brief communications only, such as clarifying instructions discussed at a recent appointment, requesting medication refills, and addressing billing questions. Inquiries about new medical issues or lengthy discussions about ongoing medical conditions, are not appropriate for the portal. An appointment will be required for our providers to adequately address these types of concerns.

Work/School Notes

- ❖ Inspire Integrative Medicine does not provide patients with work/school notes if the patient has not recently had a visit for the reason they are requesting said note. The length of note given will be at the discretion of the provider.

Understanding Visit Types & Insurance

- ❖ An Annual Wellness Visit, is a once a year routine visit intended to identify potential health concerns at the earliest stages when they are less costly and less difficult to treat. This visit is usually performed by your primary care physician.
- ❖ An Office Visit is a problem oriented encounter in which a provider treats an abnormality or addresses a pre-existing condition. Health screenings performed outside of an annual visit are considered an office visit. This includes GYN exams with provider Sophie Eckert CRNP. If an office visit occurs during a Wellness visit, additional costs will be incurred and may require a co-payment by your insurance.
- ❖ **Medical nutrition therapy (MNT)** is the use of specific nutrition services to treat an illness, injury, or condition which includes nutrition therapy, counseling, and the use of specialized nutrition supplements. MNT coverage varies by insurer and individual plans. However, for Medicare it is known to be covered only in patients with a medical diagnosis of Chronic Kidney Disease (CKD) or Diabetes.

Billing & Coding

- ❖ Patients or their legal representatives are responsible for knowing what services are covered under the patient's health plan. This responsibility does not fall on the office nor the provider. Questions, concerns, or disputes regarding billings or codings will not be addressed by the patient's provider. Messages regarding billings and codings will be redirected to the appropriate Inspire Integrative

Medicine administrative staff. If such messages are beyond the realm of control by the care center, patients will be asked to call Privia Support at (888) 774-8428.

Non-Covered Services

- ❖ Insurance providers, e.g Medicare and Commercial plans, do not cover all medical services. This may include care that you or your healthcare provider request or recommend. In these cases, an Advance Beneficiary Notice (ABN), also known as a waiver of liability, will be given to you before you receive a service or supply. Patients will be asked to sign this waiver accepting financial responsibility for potentially uncovered services prior to them being rendered.

Controlled Substances

- ❖ Prescription medications that are controlled substances are only prescribed on a limited basis at the discretion of the individual providers. These medications include narcotics, stimulants, benzodiazepines and hypnotics. Prescriptions for these medications are only issued during a scheduled appointment and will not be refilled via phone or patient portal requests. Patients will be required to sign a controlled substance agreement with their provider which will include a schedule for required appointments. Patients may be asked to undergo drug screenings at their scheduled visits. Patients utilizing narcotics for chronic pain management will be referred to a pain management specialist.

Form Fees

- ❖ Our forms completion fee is \$20.00. Please be advised that some forms (adoption, FMLA, disability, health care assessment for assisted living) may require an in-office or telemedicine visit to complete at the discretion of your provider.