

NBMA POLICIES

PAYMENT

We collect co pays at the beginning of your visit. We cannot bill you for your co pay; this must be paid at the time of your visit. Self-pay patients will be charged an office visit fee at the beginning of the appointment and if additional services are rendered (urinalysis, EKG, etc), the remaining balance will be collected when you check out. If you have a question concerning what an office visit may cost, please contact the office prior to your visit. We accept MasterCard, Visa cash and checks for payment.

While payment is expected at the time of service, we offer payment plans for those in financial need. If you have any concerns about being able to pay for your visit, please contact our billing office at 410-287-3727 to make payment arrangements.

REFERRALS AND PRE-AUTHORIZATIONS

Referrals must be requested at least 2-3 business days prior to your appointment. Pre authorizations must be requested at least 5 business days prior to your appointment. Referrals cannot be faxed to a physician's office; they must be picked up at our office. Failure to do so may result in rescheduling of your appointment.

MEDICAL RECORDS

If you need to transfer records from NBMA, you will need to sign a release form at our office or at the physician's office that is requesting the records. You can also download the form from our website and send it to us. There is a minimum fee of \$25.00 for records transfer. If you have any questions concerning this fee please contact our office.

APPOINTMENTS / NO SHOW POLICY

We require you to contact our office at least 24 hours in advance of your appointment if you find you are not able to keep your scheduled appointment. When you do not show or cancel at the last minute, it prevents other patients from being seen and receiving timely care. We have a 15 minute late policy. If you arrive to your appointment 15 minutes or later you may be asked to reschedule or wait until the regular scheduled patients are seen. When you do not show or cancel at the last minute, it prevents other patients from being seen and receiving timely care.

Our policy states if you do not come to your scheduled appointment without calling to cancel it for a total of four times in a twelve month period, we may have no other alternative than to direct you to another physician for your medical care.

MEDICATIONS

We require 48 hours notice for prescription refills. Any prescription that needs to be picked up from the office must be picked up by the patient, or if the patient is under the age of 18, the parent or guardian may receive the prescription. If circumstances prohibit you from picking your prescription up we ask that you inform the office of the name of the individual that will be receiving your prescription. Any prescription that is a controlled medication needs to be picked up at the office and you will be required to show identification prior to receiving the prescription.

MISCELLANEOUS

There will be a minimum charge of \$15.00 for the completion of any form that is not part of a routine office visit or physical.