

To better serve our patients at Hill Center for Dermatology, PC we have summarized important information regarding your visit.

REFERRALS: Some insurance companies require a referral from your primary care physician. Although it is never a guarantee of payment, this authorization indicates that the medical necessity of your visit has been verified. These must originate from your primary care physician and be approved prior to your appointment. Please do not schedule an appointment before receiving your authorization. Doing so could result in a denial from your insurance company and/or primary care physician and your visit may become your financial responsibility.

If you are unsure if a referral is required, please call the member services phone number on your insurance card or contact your primary care physician.

APPOINTMENTS: Although it is not always attainable, we pride ourselves in staying on schedule. If you arrive late for your appointment, you may be asked to reschedule. We value your time and try very hard to make your experience with us a positive one. Please do not be discouraged if a treatment cannot be done at your first visit. Your initial appointment is to evaluate the problem. If time and insurance allows, we will do our best to proceed with treatment to avoid additional visits to the office. We are committed to meeting our patient's healthcare needs. Please be courteous and provide us with a minimum of 48 hour notice if you need to cancel. We reserve the right to discharge you from the practice after three missed appointments or appointments canceled without 24 hours advanced notice.

INSURANCE: Please promptly notify us of any changes to your insurance. Given correct information, we will submit the charges to your primary insurance company. **We do not bill preventative visit codes for our services, because these are reserved for use by primary care physicians during your annual wellness exam.** Please be aware that some diagnosis and procedures are considered cosmetic, a non-covered benefit or surgical. **Cryotherapy (liquid nitrogen), biopsies and excisions are considered "surgery" by most insurance companies and deductibles frequently apply. We recommend that you review your plan benefits prior to any procedure.**

In the event of no insurance coverage, full payment is required at the time of service. We accept cash, debit cards, Visa and MasterCard & Discover.

FINANCIAL POLICY: Co-payments are due at the time of service. You will receive a statement for any remaining balance once insurance has paid their portion. Balances without payment after 60 days will result in the account being turned over to a collection agency and discharge from the practice. **Returned checks are subject to a \$25 fee.**

LAB FEES: When a biopsy is performed, the specimen is sent to an outside laboratory for interpretation by a pathologist specializing in dermatology. Often times your insurance company will dictate which laboratory is to be used. Depending on your coverage, **you may receive a separate bill for the pathology or laboratory services from the processing lab.**

EMAIL: If you choose to email information to us or request that we email information to you, please be aware that Hill Center for Dermatology cannot guarantee the security and confidentiality of an e-mail transmission. Employers and on-line service providers have the right to access and archive e-mail transmitted through their systems. If your e-mail is a family address, other family members may see your messages, therefore, please be aware that you use e-mail at your own risk. Because of the many internet and e-mail factors beyond our control, we cannot be responsible for misaddressed, misdelivered or interrupted e-mail. Your health care provider is not liable for breaches of confidentiality caused by yourself or a third party.

CONSENT FOR TREATMENT: I hereby give consent to the providers and staff of Hill Center for Dermatology to render such care and treatment as might be required by my condition. Such care can include, but is not limited to diagnostic procedures such as laboratory testing, examinations, medical and/or surgical treatment and injections. I also authorize Hill Center for Dermatology to obtain my Medication History from community pharmacies and/or pharmacy benefit managers for the purpose of continued treatment.

Please let us know if you have any questions or if we may be of further assistance. Our goal is to provide professional, courteous care and we look forward to serving your dermatology needs.

Hill Center for Dermatology, PC