

After Hours Policy

We will be happy to schedule appointments, process medication refill requests, and address any other concerns during regular office hours.

(See website www.wellspringfamilymed.com for current office hours.)

If you experience an urgent concern after regular business hours and feel it cannot safely wait until the office reopens, Dr. Reis is available on-call for consultation. However here are a few general guidelines:

- Call 911 (not Dr. Reis) immediately for chest pain, difficulty breathing, change in level of consciousness, stroke symptoms, or other emergencies.
- If you have a minor illness that you feel cannot wait until the office reopens, you may go to an urgent care center (e.g. Grove City, Lancaster, Chillicothe).
- Please do not expect a prescription to be called in. I often cannot confidently diagnose a problem without an in-person examination and evaluation. Guessing a diagnosis over the phone can be dangerous.
- Routine medication refill requests will **only** be processed during regular business hours.
- An on-call phone consultation fee of \$25 will be charged. If not covered by your insurance (often not), you will be sent a bill.

Continuing Medications

If you are transferring your care from another physician, please be aware that different physicians may have slightly different treatment approaches for a particular disease. We will evaluate your current list of regular medications and continue those which we believe are appropriate. If we have any suggestions for possible medication changes, we will discuss it with you.

We would like to make it clear, however, that Dr. Reis is **not** a specialist in chronic pain management and is not accepting new patients who are on regular daily doses of controlled substances. This includes narcotic pain medication and/or nerve pills. If you have a condition that requires regular controlled substances, we will be happy to accept you as a new patient for primary care, but you will need to continue to see the physician who is prescribing these medications, because we will not be able to prescribe them. Thank you for your understanding.

Financial Policy

- Full payment of all charges is expected ***at time of service***. For those with insurance with which we participate, this means you must pay your copay (**at your visit**), any coinsurance amount, and/or any amount applied to your deductible. This allows us to keep expenses down and prevent rising costs of care.
- We accept payment in cash, check, or credit/debit cards.
- Please be aware that you will be billed separately for any services from other providers such as laboratory tests, Pap smear interpretation, x-rays, or other tests done or analyzed outside of our office.
- Any fees charged for on-call services or paperwork completion must be paid before being seen again.
- Fees are subject to change at any time.

FAQ's

Why don't you participate in all insurance plans?

We are here to serve YOU, not insurance companies. Insurance plans have become very complicated and often do not pay members or providers fairly. It can be very frustrating for both members and providers trying to learn what is covered and why some claims are denied. We have carefully selected only a few with which to participate: those that are better at paying on time and those having better customer service.

What if you don't participate with my insurance?

You may choose to see us on an out-of-network basis. At your request, we will provide a completed insurance claim form along with your receipt that you can submit to your insurance company. You generally will then be reimbursed according to the policy's out-of-network benefit, less copay and deductible amounts. Some insurance plans reimburse very well but some reimburse nothing for out-of-network care. In particular, if you have managed care Medicaid, such as Care Source or Molina, billing out-of-network is not allowed.

What if I have an HSA (health savings account)?

We accept credit/debit cards for all payments, including those tied to your HSA. The payment comes right out of your health savings account. If you have met your high deductible health plan (HDHP) deductible, your payment to us should be reimbursed to you by your insurance company.

Non-par/Self Pay Fee Schedule

New Patient Fees:

\$97 - 149 Problem oriented visit (check up, sick or new problem)
(includes get chart established, review complete past medical history, discuss medical problems)

\$110 - 121 Wellness Physical
(includes complete physical examination, pap smear/rectal exam if indicated, and recommendations for lab tests/immunizations/screening procedures).

Established Patient Fees:

\$64-130 Problem oriented visit (check up, sick or new problem). Fee depends on complexity of visit.

\$94 - 110 Wellness Physical
(includes complete physical examination, pap smear/rectal exam if indicated, and recommendations for lab tests/immunizations/screening procedures).

Other Fees:

- \$10 simple (i.e. one page) paperwork filled out without appointment (physical form, disability, etc.)
- \$15 complex paperwork filled out without appointment (physical form, FMLA, disability, etc.)
- \$25 phone call consultation for new concern or after hours, however:
 - no charge for follow-up for established problems and seen recently
 - antibiotics will not necessarily be prescribed over the phone
- \$10 monthly billing fee if balance is not paid at the end of the visit or if payment is late
- \$25 check returned for insufficient funds
- \$20 multiple missed appointments
- \$5 medication refill without an appointment

**Note: All amounts above reflect a discount for payment at time of service. If payment is made after the date of service, fees are correspondingly higher.
All fees subject to change.**