
Payment Policy

- All patients of IM Health are required to keep a valid credit or HSA card on file prior to services being rendered. This card will be stored in a secure and encrypted area of your electronic medical record.
- To avoid any discrimination or favoritism, ALL patients will be required to keep a valid card on file.
- Patients are required to provide the most correct and updated information regarding insurance so that insurance can be billed.
- Copayments are due on the day of service. For Telehealth visits, the credit card on file will be charged.
- Patients may incur, and are responsible for payment of additional charges, if applicable.
- Patients are responsible for payment of copays, co-insurance, deductibles, and all other procedures or treatment not covered by their insurance plan and are due after insurance(s) have responded.
- Your card on file will be used to collect any outstanding balances for deductibles or co-insurance. You will be emailed a receipt.
- For expediency and efficiency, patient balances will be charged directly to the card on file by IM Health or our billing company, Marco Medical Management. A receipt will be published to your patient portal.

Appointment Cancellation and No-Show Policy

Thank you for trusting your medical care to IM-Health Family Practice.

We are happy to reserve a time in the provider's schedule just for you.

We understand that there are circumstances that may prevent you from keeping your appointment, but once a patient has been given a time slot, cancelling on short notice or not showing up does not give us adequate time to schedule another patient in need of medical treatment. In consideration of others, we have established robust cancellation policies to facilitate our ability to provide excellent service.

- After the first missed appointment, you will be notified by letter of our policy, and asked to reschedule.
- If a second scheduled appointment is missed, a \$75 fee will be assessed and is due before your next appointment.
- If a third scheduled appointment is missed, a \$150 fee will be assessed and is due before your next appointment.
- Missed or broken appointments after that may result in the termination of our professional relationship with you. We will provide you with the names of other physicians and enough medicine for 30 days to allow you time to choose another practice.

Refill Policy

- If you have no refills on your prescription, this means that you are probably due for your annual physical exam or for a follow up appointment.
- Call our office and we would be happy to get you scheduled.
- Call our office – NOT THE PHARMACY – for your refill request and allow at least 48 business hours for review and processing.
- Mail Order prescription plans can take as long as 14 business days to get your medication to you – so call us when you are running low!

Referrals

- Some insurance plans, called HMO (Health Maintenance Organization), require that you obtain a referral from your primary care provider in order for consults with a specialist or diagnostic imaging to be considered for coverage.
- Please note that you are required to be up to date on your annual physical exam for us to process any referrals.
- Please provide us with the NPI (National Provider Identification), diagnosis code, and the specialist's name and office number.
- If you do not have these, please retrieve from the specialist's office so that the referrals can be done correctly.
- Referrals take 48 hours to process.

THANK YOU FOR YOUR HELP!