

Hosseinion Family Medicine, LLC.
Office and Billing Policies

Office Policies:

Prescriptions and prescription refills:

- All new prescriptions or prescription refills are done in appointments only.
- If you have an urgent prescription that needs to be refilled and you are out of town, or there is not appointment availability, please contact the doctor on his cell phone (see Phone Calls, below).
- If you or the pharmacy ask for your medication to be refilled outside of an appointment, that means I need to review your chart, review the medication, and make all those decisions without you there to even discuss things with; if I made the decision to authorize the refill over email or text message, those services will be billed for as Online services; if I made that decision over the phone, it would be billed as a Phone visit.

Lab or Test Discussion:

I recommend discussing all lab or test results in an appointment. Most labs offer a patient portal where you can log in to see your results. I usually use legacy, quest or providence lab unless you request otherwise.

If you can't access your results this way and would like a copy, you can email my medical assistant at ma@hawthornewellness.com to request your results.

Phone calls:

- For administrative questions, please leave a message on my office voicemail 503-234-2070, which is checked every couple days. Your call will be returned; this line CAN receive text messages as well.
- For urgent medical issues, contact me on my cell phone (503-706-6491) via call or text.

Keep in mind that if I am out of cell phone range, and have a doctor on-call for me, the text message will not be received on time; if there is no response, you should call (and not text) to get the on-call doctor's info.

A bill will be sent to your health insurance (or to you if you don't have health insurance) for urgent calls or texts to my cell phone for medical decision making (no charge for just making an urgent appointment).

- If you need to be seen in an appointment urgently, and there is no availability on my online schedule, you should call/text my cell phone per above.

Email:

- By making your appointment, you consent to receiving secure email and online communications from us
- You can email my medical assistant at ma@hawthornewellness.com
- All routine medical questions/discussions/issues should be addressed in an appointment (not over email).
- Semi urgent medical care questions discussed over secure email portal (email the medical assistant to be invited to the portal if you haven't received your invite) will be billed as an online visit unless it is within 7 days of an appointment and is a continuation of unfinished appointment discussions.

Appointments:

-Booking appointments

All appointments are booked online through the link on <http://www.hawthornehealing.com>

If you need to be seen in an appointment urgently, and there is no availability on my online schedule, you should call/text my cell phone (503-706-6491).

Keep in mind that if I am out of cell phone range, and have a doctor on-call for me, the text message will not be received on time; if there is no response, you should call (and not text) to get the on-call doctor's info.

-Well Visits / Wellness visits / Well Adult visits / Well Child Checks / Preventative Health visits

It is recommended that babies be seen by their healthcare provider at the following intervals:

2 days, 2 weeks, 2 months, 4 mo, 6 mo, 9 mo, 12 mo, 15 mo, 18 mo, 24 mo, 30 mo.

It is recommended that children and adults 3 years and up have a yearly wellness checkup and physical exam. I recommend scheduling this appointment around the time of your birthday (so you can remember, every time you turn a year older, "Time for my yearly checkup!")

Failure to come in once a year for your wellness exam may result in your losing your status as an established patient of the clinic.

Wellness visits are to discuss preventative care only. Per health insurance rules, any visits where we begin to discuss any particular medical problems (including a prescription for a medical problem) will automatically be converted to a problem based visit and we will need to make a new appointment on a different day for the wellness visit.

Visits scheduled for wellness more than once a year (or more than every 2-6 months for babies) will also not count as wellness visits (they will be billed as problem-based office visits), also per health insurance rules.

-Problem-based office visits are basically every other type of doctor visit which is not a wellness appointment.

*due excessive missed appointments without prior cancellation which has compromised access to services,

-there will be a \$60 charge for missed appointments not cancelled 24 hours in advance (unless there are extenuating circumstances)

*to respect the timeliness of others

-arrival for an appointment late by 20 minutes or more will be considered a missed appointment

Supplement purchases:

If you would like to purchase a vitamin/herb/supplement/etc, please email my medical assistant ma@hawthornewellness.com and they will put it at the front desk for you to pick up and pay for.

Billing Policies:

Non insurance billing...the easiest type:

Payment is made at time of service.

Insurance billing:

I am in network with most insurance plans, you would have to call or look at the insurance website to verify. I am out of network for most Kaiser plans and I am not taking any new Oregon Health Plan or Medicare plan patients.

Copay is paid at time of visit, the bill is sent to the insurance. I have a billing company, called MDCommerce (if you get mail from them, it will have come from Tacoma, WA - their office location).

-They will submit the insurance bill to your insurance company, and if there is a balance left over from what your insurance didn't cover, they will send you a bill; please send payment to them so they can process it for me.

-If you have a question about your bill, please call my billing company at (855) 883-5987.

*Note: if you have an old bill for a visit prior to 10/31/2016 and need to call my prior billing company, Northwest Medical Billing, in Lakewood, WA, they can be reached at (253) 588-7911.

Medical Services which are usually, but not always covered by insurance:

Some insurances will not cover all parts of services provided by your doctor.

To assist you in determining your coverage for services, you could call and ask them if these services are A)covered or B)have a deductible or not:

1. Prolonged physician service (CPT code 99354 or 99355) is billed to insurance in addition to the office visit code to cover the cost and time associated with appointments that are 1 hour in length or longer.
2. Removal of skin tags (CPT 11200)
3. Biopsy (CPT 11100)
4. Ear wax cleaning (CPT 69210)
5. Abscess drainage (CPT 10060)
6. Ingrown toenail removal (CPT 11730)
7. Laceration requiring stitches (CPT 12001)
8. Wart removal by freezing (CPT 17110)
9. Freezing moles or pre-cancerous skin lesions (CPT 17000)
10. Surgical Mole removal ("excision") (CPT 11400 or 11401)

...these are the most common things that end up in that category, but other procedures could also fall in this category.

-Shahram "Shay" Hosseinion, M.D.

-Updated 04/18/2017