

## **Vacaville Dermatology Office Policies**

Please note the following office policies are being given to you in order to allow us at Vacaville Dermatology to best serve you and all our patients with high quality and timely service.

- 1) Please bring the following to your appointment:
  - a) Insurance card
  - b) Photo ID
  - c) A method of payment for your co-pays / co-insurances / balances.
  
- 2) All co-pays and balances are expected at the time of service.
  
- 3) Cancellation policy - In order to allow us to serve all of our patients and so that we may be available to serve you or any other patient who may need us on an urgent basis, we kindly request that you call us at least 24 business hours in advance to cancel an appointment that you cannot keep for any reason. We understand that your time is valuable and situations come up that require you to change your schedule, however we require a 24 business hour notice in order to be able to schedule another patient in your place. If you do not cancel by this time, Vacaville Dermatology reserves the right to charge you \$35 for the late cancellation or no-show. This charge is not billable to insurance.
  
- 4) Self-pay Patients – All payments are required at the time of service.
  
- 5) Please be aware that insurance is a contract between you and your insurance company. We simply bill your insurance as a courtesy to you so that you do not have to deal with the additional paperwork.
  - a) Therefore, it is your responsibility to confirm that we are within your network and covered by your insurance.
  - b) If you have an HMO, we make all attempts to be sure you have prior authorizations for your procedures. However, it is your responsibility to be sure you are still covered and that your policy is in effect.
  - c) If your insurance company deems that a procedure is not covered for any reason, you will be responsible for the charges. We will try our best to inform you of the most common non-covered services, however we cannot control determinations made by your insurance company.
  - d) You need to be aware of any deductibles / co-pays / co-insurances you may have.

- 6) For outside referrals to other doctors and facilities, we make our best attempt to refer you to doctors who we believe you may need for additional care. However, network physicians and facilities often change and therefore you are responsible to confirm that the doctors or facilities that treat you are within your insurance network and covered as “in-network” for you. We suggest you first check with your insurance company as well as confirm with the referred doctor/facility before each and every visit. Vacaville Dermatology is not responsible for higher or non-covered costs if you are billed as out of network.
- 7) For outside lab orders, it is your responsibility to confirm the lab is covered as “in-network.” We recommend you again check with your insurance company as well as present your card to the lab before any work is done to confirm the “in-network” status. Vacaville Dermatology is not responsible for higher or non-covered costs if you are billed as out of network.
- 8) Cosmetic policies – All cosmetic appointments need to be held with a credit card. If you do not come to or fail to cancel your consultation more than 72 business hours in advance, then the full amount of \$70 will be charged to your credit card. This is non-refundable. For procedures, the same policy applies and 50% of the amount of the procedure will be billed for no-shows or late cancellations (72 business hours rule).
- 9) Skin surgery / Excisions – Please note these procedures require additional time and effort as well as large time slots to be held especially for you. Therefore, any procedures not cancelled more than 72 business hours in advance will result in a \$75 cancellation fee not billable to insurance.
- 10) Prescription refills – Please allow us 2 days to refill any requests. The best way is to call your pharmacy and have them send us a refill request directly by fax or computer. In some cases, refills will be denied if the doctor feels additional evaluation is needed for monitoring and safety. We require at least an annual exam (sometimes more frequent depending on condition) for refills.
- 11) Medical Records – We would be happy to provide records upon request. However an appropriate signed release is required. A fee will be charged for such copies and is not billable to insurance.
- 12) Minors – Anyone under the age of 18 is required to bring a parent or legal guardian to the appointment.