

## **IMPORTANT THINGS TO KNOW FOR YOUR APPOINTMENT**

- We require a 4-hour notice for cancellations (less than 4 hours may result in a no-show).
- Your arrival time is 15 minutes prior to your appointment.
- Make sure you have your new patient forms completed and in our office one week prior to your appointment.
- You must have a copy of your current insurance card (without this, your appointment may be rescheduled).
- You **MUST** have your copay at the time of each visit.
- There is no food or drink in exam rooms.
- There is no cell phone use in the exam rooms.
- No pictures or video taking at the office visit.
- FMLA/Short Term Disability information can be found in the “FMLA and disability information sheet” located on the website.

### Medicaid patient responsibilities:

- If you are Medicaid eligible, your eligibility is at the beginning of every month. Bring your Medicaid card with you to EACH and EVERY visit to our office and present it to the Front Desk when you check in. Without your current card, your appointment may be rescheduled).
- If you have insurance or think you may have insurance, you **MUST** inform us of this **BEFORE** or **AT** your appointment.
- Insurance must be billed first before Medicaid can be billed.
- If you have insurance and do **NOT** notify us, this could be considered insurance fraud and may result in charges of your Medicaid benefits.

*We appreciate your cooperation in a smooth check in process!!*