

FAQ's:

I need to reschedule my appointment

If you need to re-schedule your appointment, give us a call at (615) 494-1255 and our receptionist can assist you.

We try to see everyone in a timely manner but, if we are taking too long, please let our receptionist know so we can best serve your needs and reschedule you if necessary.

We require notice of cancellations 24 hours in advance. This allows us to offer the appointment to another patient. If you fail to keep your appointments without notifying us in advance, a missed appointment fee will apply. These fees are typically \$75.00 but not to exceed one-half of the cost of your scheduled appointment. Repeated missed appointments without notification may cause you to be discharged from the practice so that we can provide care to other patients. Missed test appointments such as Nuclear/Echo will accompany a fee of \$150.00.

Is there a copay for my visit?

Your co-payment will depend on your insurance provider and the plan you've elected. Typically, you can find this information on your insurance card. If you cannot locate this information on your insurance card, contact your insurance provider for more information. Be sure to bring your insurance card with you when you come in for a visit.

What is your insurance policy?

Your insurance policy is a contract between you and your insurance carrier. We will, as a courtesy, bill your insurance and help you receive the maximum allowable benefit under your policy. We have found that patients who are involved with their claims process are more successful at receiving prompt and accurate payment services from their insurance carrier. We do expect patients to be interactive and responsible for communicating with your insurance carrier on any open claims.

It is your responsibility to provide all necessary insurance eligibility, identification, authorization, and referral information and to notify our office of any information changes when they occur. Even a preauthorization of services does not guarantee payment from your insurance carrier. We also require photo identification when accepting insurance information. It is the patient's responsibility to know if our office is participating or non-participating with their insurance plan. Failure to provide all required information may necessitate patient payment for all charges. When insurance is involved, we are contractually obligated to collect co-payments, co-insurance, and deductibles, as outlined by your insurance carrier.

Please be aware that out-of-network insurance carriers often prohibit assignment of benefits and may try to limit their financial liability with arbitrary limits, exclusions, or deductions such as reasonable and customary or usual and prevailing reductions. Our fees are well within such

ranges and although we will assist in the filing of an appeal if these limitations are imposed, you as the guarantor are responsible for all network fees. If we are not contracted with your carrier, we will not negotiate reduced fees with your carrier.

Are you open on the weekend?

These are our hours of operation:

Monday – Wednesday : 8AM to 5PM

Thursday : 8AM to 4PM

Friday : 8AM to 1PM

Saturday – Sunday : Closed