

Pacholec Center for Weight Loss Office Policies

Our practice has grown over the last few years, and it is not guaranteed that you will be able to come in for an office visit with one of our providers at the last minute. **Please schedule your appointment at least 1-2 weeks before you run out of medication** or schedule your next visit while you are still in the office.

Payments can be made by CASH, CHECK, MASTERCARD, VISA, DISCOVER AND AMERICAN EXPRESS. Care Credit cards are also accepted at the 6-month financing rate for invoices over \$200.

CANCELLATIONS AND “NO SHOW” FEES: We require at least 24 hours’ notice to cancel an appointment, unless there is an emergency. There is a \$50 fee for new patients who miss their initial appointment and there is a \$25 fee for returning patients who miss their follow up appointment without providing 24 hours’ notice. This amount will be charged at your following visit. If you are regarded as a “no show” on more than 3 occasions, this may result in dismissal from our practice.

CHECKS: There is a \$30 fee for all returned checks. Check returns that exceed two times will require patient to pay with cash or credit cards for future appointments and checks will no longer be accepted.

PAYMENT: The patient is financially responsible for all services rendered at the time of their appointment, and if payment cannot be secured, the patient is responsible for all costs of collection and attorney fees when collecting past due accounts.

INSURANCE REIMBURSEMENT: We are not in network providers with any insurance company, including Medicare. While we may be able to submit insurance information to some of our partner laboratories, it is not guaranteed that your co-pay will be less than our price for self-pay. As an out-of-network provider, there is a good chance your co-pay will be higher than our self-pay price.

MEDICARE PATIENTS: While some of our specialized blood testing companies may accept Medicare (i.e. SpectraCell), **we ARE NOT a Medicare provider**. This means that Medicare will not reimburse you for the cost of your visit or any regular blood work (hormones, yearly panel, etc.) or medications that are dispensed. We can provide you with a receipt and ICD-10 codes of your visit if you would still like to attempt reimbursement, but we are not responsible for denials or any other assistance with claims.

REFILLS: **Staff are not responsible for informing patients about prescription refills.** It is the responsibility of the patient to submit refill requests before their prescription runs out or to schedule an appointment if no more refills can be authorized. **Refills requests should be placed on our Refill Hotline, which is 813-909-4430, ext. 2 for our Lutz office and 727-502-2000, ext. 2 for our St Pete office.** Refill requests **may take 48-72 hours to be processed**, depending on the medication prescribed. Office staff will inform the patient when their refill request has been approved or denied. Please plan accordingly and note that refill requests that come in on a Friday may not be processed until the following Tuesday or Wednesday.

FREQUENCY OF VISITS: Current patients need to be seen by our providers **at least once every 4-12 weeks** to keep their current prescriptions active. If visit frequency exceeds 6 months, patients will be expected to pay a higher visit rate for a detailed consultation with one of our providers. Weight loss patients are required to have new bloodwork on file annually and patients on hormone therapy are required to have bloodwork on file every 6-8 months. Patients who do both weight loss and hormone therapy should have bloodwork on file every 6-8 months.



Signature of Patient: _____ DATE: _____

Signature of Witness: _____ DATE: _____