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Important Office Policy Information

Patient Information: You are responsible for providing our office with accurate & current information including phone contacts, home & mailing address, photo ID, patient & insurance member names and dates of birth. You must bring your insurance card to all office visits for correct billing, and to keep this information current at all times.

Insurance Delays: If your insurance delays payment on a claim because you fail to respond to their coordination of benefits inquiry OR if your insurance is in default for any reason full payment for the claim becomes your responsibility after 30 days.

Inappropriate Insurance Denials: Many insurance companies routinely deny payments for services rendered along with other services on the same day, known as bundling. (Example: denial for having a "Women's Wellness/Annual Preventative Exam" as well as a "Diagnostic Office Visit" for a medical problem, on the same day.) Such inappropriate denials will first be appealed to the insurance company at no cost to you. However, if your insurance company will not reverse these denials and appropriately pay for both office codes, you may ultimately be responsible for these charges.

Payments: All co-payments and outstanding balances are due at the time of service and will be collected upon arrival for your appointment. Cash, check, and credit/debit card payments are acceptable. Payment is expected in full when a statement is billed. A \$5 (five dollar) late fee will be assessed for account balances over 30 days.

(Please note: The credit card payment option (in full) is offered in lieu of payment plans.) Services are rendered in good faith and payment is expected in a timely manner.

No Shows: Appointment cancellation must be completed at least 24 hours prior to the appointment. Failure to do so will incur a \$50 (fifty dollar) charge. Courtesy calls are often made as appointment reminders, but patients are held accountable for scheduled appointments even in the absence of a reminder call.

Medication Refills: All refill requests not made at the time of an appointment must be directed to the pharmacy where the original prescription was filled. This creates an electronic refill request to our office from the pharmacy and will produce a more rapid and accurate response. A two business day window is required to process refill requests. Please do not expect after hour or weekend refill requests to be completed by the on-call physician.

After Hours: If you are experiencing a life threatening medical emergency please proceed immediately to the nearest emergency room. Otherwise, if it is an urgent matter that cannot wait until normal business hours please consider other urgent care facilities such as MedWorks or Twin Cities Urgent Care.

By signing below, you acknowledge and agree to abide by these policies.

Name _____ Date _____