

New appointments

Thank you for your interest in becoming a patient at Bio Energy Medical Center. Please follow these instructions to ensure we have all the information necessary to schedule your appointment. We ask that you bring in all completed new patient paperwork, including a list of current medications and supplements. If the patient is on the Autism Spectrum, we require the paperwork and a deposit to schedule, as this is a two hour appointment. If we are billing insurance, we will need your insurance card and photo identification. Please allow 90 minutes for your first visit to include check in and check out. We respect your time and operate our business in a timely manner. We do not double book patients and in consideration of other patients, we regret that late arrival will not receive an extension of scheduled service time and will be responsible for full service/office fees. Some appointments may need to be cancelled due to late arrival. We kindly ask that you let us know 24 hours in advance if you are unable to keep your appointment. **No-shows and same day cancellations will be charged 50% of the service/office fee.** If more than one appointment is late cancelled or is a no-show appointment, you may be charged the full fee for the missed appointment.

Fees (Medical Visits)

Initial visit/Consultation (1hr-in general)	\$250
Initial consultation (1.5hrs-2hr)	\$350-\$450
Follow up visits: (15-60 min)	\$65-\$190
Telephone/e-mail consultations:	\$200/hour (prorated in 15 minute increments for any time use that is longer than 5-10 minutes)

Initial visits are scheduled for 1 hour for most new patients, with additional time needed for check-in and check-out. We bill according to the time you spend with your practitioner in 15 minute increments.

Follow-up visits typically vary between _ - 1 hour, depending on your progress and additional concerns that may arise. Follow up visits are typically scheduled for _ hour.

Fees may change without notice. We strive to minimize the cost of medical care, and are committed to providing cost-effective, quality healthcare for your family.

Payment and insurance

Payment for services

Payment for services rendered is due in full at the conclusion of each visit. Payment for each visit is the responsibility of the adult who accompanies the patient if that patient is a child or adolescent. Payment methods accepted are cash, check, Visa, American Express and MasterCard.

Insurance billing

As a courtesy, we will submit claims to your primary medical insurance carrier for each visit. The service/services you have elected to participate in imply a financial responsibility on your part. The

responsibility obligates you to ensure payment in full of our fees. For patients who have insurance, we gladly accept most insurance; but we **DO NOT participate with any managed care programs such as HMO plans**. We are a Medicare provider and accept assignment. Many insurance plans do provide out-of-network benefits. If your plan provides out-of-network benefits, as a courtesy, we will bill your insurance carrier on your behalf. Dr. Neuenschwander is an out of network provider with BCBS of Michigan, however, Dr. Reese, Dr. Wine, and our nurse practitioner, are considered an in-network provider with BCBS of Michigan. *Please take time to become familiar with your benefits, particularly your deductible and co-pay responsibilities as you are ultimately responsible for payment of your bill.* It is the responsibility of the patient to ensure that the insurance information on file is current. Any changes must be brought to the attention of the clinic as soon as possible to ensure accurate billing. **Effective January 1, 2014, Dr. Neuenschwander will only participate with Medicare and Medicare Advantage Plans.** All other patients will be charged our fees the day of service and provided a receipt that can be submitted for possible reimbursement. This only applies to Dr. Neuenschwander and patients that Dr. Neuenschwander supervises for Dr. Uma.

You are responsible for payment of any deductible and co-payment/co-insurance as determined by your contract with your insurance carrier. **Deductibles and co-pays are due at the time of service.** Additional fees may be added to your account for generation of statements in which payment due at time of service is not paid. Most insurance companies *require* you pay the co-pays and/or deductibles at the time of service and may have additional stipulations that may affect your coverage. You are responsible for any amounts not covered by your insurer. If your insurance carrier denies any part of your claim, or if an insurance carrier has not paid within 90 days of billing, professional fees are due and payable in full from you. Non-covered services and patients without insurance coverage will require payment in full at the time services are provided..

Telephone and e-mail

Appointments for telephone consultations are available for existing patients during regular business hours. In general, there is no fee for brief telephone calls for uncomplicated urgent questions. For non-urgent matters that would best be attended to during an appointment, we request that you either (a) schedule and in-person or telephone consultation or (b) hold your question until your next appointment. This generally applies to questions that change the course of care or will take longer than 10 minutes to respond to either by phone or e-mail.

Non-urgent calls that occur after hours or on weekends, or more extended telephone consultations over 10 minutes that occur at any time, will be billed at the same consultation rate as in-person visits and you will be sent a bill.

After-hours calls should be limited to urgent issues and emergencies.

We are currently available for brief questions by e-mail. E-mails which take over 10 minutes to read and reply will be billed at the in-person consultation rate. Please do not write any urgent e-mail messages that require same-day attention. By sending an e-mail, you acknowledge and agree that a prompt reply is NOT required, expected, or contemplated.

Telephone/e-mail consultations require a credit card guarantee, which will be charged for time spent over 10 minutes, prorated in 15 minute increments.

Test results

The practitioners at Bio Energy Medical Center may order lab tests as deemed appropriate in the management of your/your child's care. Your practitioner will review each of the lab tests ordered and notify you if any result requires immediate attention. Otherwise, all test results will be reviewed at your next scheduled appointment. It is your responsibility to schedule a follow-up appointment to discuss test results. Results for test kits that are sent to specialized labs generally have a 4-week turnaround time, so please be sure to schedule a lab review appointment for 4 weeks from the time that you submit all test kits. Copies of lab results will be provided to patients at the time of lab review with your practitioner.

Prescription refills or requests

We require an appointment for all new prescription requests. In most cases, we require an appointment every six months for prescription refill requests. It is very important that we assess and document how the treatment is working, any side effects, changes in medical conditions, and/or changes in other medications, to continue to prescribe prescription medications. This is good medical practice and we expect to see you every six months, unless otherwise directed by your medical provider. You should receive enough refills on any prescriptions that are needed until your next scheduled appointment. We may extend your refills up to one month to allow a schedule change for appointments that cannot be met or to get the appropriate blood work done, if necessary. Due to Dr. Neuenschwander's busy schedule, you may need to see one of our other practitioners for prescription refills.