

# TEXAS NEUROLOGY

6301 Gaston Avenue, Suite 100 West Tower, Dallas, TX 75214 • Main Telephone: (214) 827-3610 • Main Fax: (214) 821-4017

[www.texasneurology.com](http://www.texasneurology.com)

## **FINANCIAL POLICY**

We require payment in full for any amounts designated to be the patient's responsibility at the time services are rendered. This may include co-pays, co-insurance, and/or deductible amounts. Please note that many times we collect an estimated amount due at the time of service. Once your claim is processed by your insurance carrier, any additional amounts owed will be billed to you. If the patient's estimated amount due results in an overpaid claim, a refund will be processed once all claims are settled and there is no payment due on any other claim or date of service.

## **NON-CONTRACTED INSURANCE CARRIER(S)**

We strive to contract with as many insurance carriers as possible, but if we are not contracted with your insurance carrier, you will be required to pay in full at the time of service. We will provide the information required for you to file a claim directly with your insurance carrier for reimbursement.

## **INSURANCE COVERAGE**

We have contracts with several insurance companies that may cover part or all of your services. Please inform the receptionist of any type of insurance coverage you may have, so your claims can be handled properly. You are responsible for knowing the specific rules of your insurance company with regard to network physician's participation, pre-certification, second opinions and follow-ups, and coverage and benefit exclusions. Often your primary care physician can assist you with this. While we are happy to help you receive the maximum benefits allowed by your insurance carrier, bear in mind that it is your responsibility to pay any co-pay, deductible, co-insurance, or non-covered amounts not paid by your insurance company, prior to receiving services. Your carrier will make final benefit determination once a claim is received in their office. Failure to present your current insurance information prior to services being rendered may result in denial of your claim and subsequent billing for unpaid services. Even though we assist you in receiving reimbursement from your insurance company, please understand that you, the patient, ultimately have the final responsibility for your bill.

## **NON-INSURANCE PAYMENT**

If your carrier does not issue payment within 90 days of the date that services are provided, the entire balance will become your responsibility, with the exception of government and HMO payors. Medicare claims with an executed Waiver of Liability will become patient responsibility at the time of Medicare's processing of your claim.

## **MANAGED CARE REFERRAL PROCESS**

If you are covered by a managed care plan, it may be necessary for our staff to obtain a referral prior to scheduling your appointment. If your insurance company requires a referral, it is your responsibility to work with your primary care physician to obtain this referral prior to scheduling your appointment. Careful attention to the specifics of your insurance plan can help you avoid incurring out of pocket expenses for medical treatment. If you are seen by a Texas Neurology physician without a valid referral, all charges will be the responsibility of the patient or legal guardian.

## **PATIENT AS A PARTY OF LITIGATION**

If you are party to a litigation or auto accident case, we require that payment is made at the time services are rendered.

## **PAYMENT ARRANGEMENTS**

All payment arrangements made prior to the date of service are calculated based on the closest possible estimate of patient responsibility. Thus, a pre-arranged payment arrangement may need to be modified upon insurance processing. All patients with payment arrangements that are defaulted following the processing of insurance payment will receive three internal collection letters prior to receiving outside collection activity. If a previously defaulted patient resumes payments and again defaults, they will receive one notice prior to receiving outside collection activity.

## **PAYMENT OF POST-VISIT PATIENT BALANCES**

All past-due balances and balances above original point-of-service estimates must be paid within 30 days of when the balance becomes the patient's responsibility. An acceptable payment arrangement may be made in order to prevent outside collection activity. If your account becomes past due, we will take the necessary steps to collect this debt. If we have to refer your account to a collection agency, a \$35 collection agency fee will be added to your outstanding balance.

**If you have any questions regarding an outstanding balance you may contact patient accounts at (214) 824-6434, x233.**

## **TEXAS NEUROLOGY NOTICE OF PRIVACY PRACTICES**

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Texas Neurology uses health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care that you receive. Your health information is contained in a medical record that is the physical property of Texas Neurology.

### **HOW TEXAS NEUROLOGY MAY USE OR DISCLOSE YOUR HEALTH INFORMATION**

For Treatment. Texas Neurology may use your health information to provide you with medical treatment or services. For example, information obtained by a health care provider, such as a physician, nurse, or other person providing health services to you, will record information in your record that is related to your treatment. This information is necessary for health care providers to determine what treatment you should receive. Health care providers will also record actions take by them in the course of your treatment and note how you respond to the actions.

For Payment. Texas Neurology may use and disclose your health information to others for purposes of receiving payment for treatment and services that you receive. For example, a bill may be sent to you or a third-party payor, such as an insurance company or health plan. The information on the bill may contain information that identifies you, your diagnosis, and treatment or supplies used in the course of treatment.

For Health Care Operations. Texas Neurology may use and disclose health information about you for operational purposes. For example, your health information may be disclosed to members of the medical staff, risk or quality improvement personnel, and others to:

- evaluate the performance of our staff;
- assess the quality of care and outcomes in your cases and similar cases;
- learn how to improve our facilities and services; and
- determine how to continually improve the quality and effectiveness of the health care we provide.

Appointments. Texas Neurology may use your information to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

Patient Photo. Texas Neurology may request that a digital image is taken of you and retained in your record for identification purposes.

Required by law. Texas Neurology may use and disclose information about you as required by law. For example, Texas Neurology may disclose information for the following purposes:

- for judicial and administrative proceedings pursuant to legal authority;
- to report information related to victims of abuse, neglect or domestic violence; and
- to assist law enforcement officials in their law enforcement duties;

Public Health. Your health information may be used or disclosed for public health activities such as assisting public health authorities or other legal authorities to prevent or control disease, injury, or disability, or for other health oversight activities.

Decedents. Health information may be disclosed to funeral directors or coroners to enable them to carry out their lawful duties.

Organ/Tissue Donation. Your health information may be used or disclosed for cadaveric organ, eye or tissue donation purposes.

Research. Texas Neurology may use your health information for research purposes when an institutional review board or privacy board that has reviewed the research proposal and established protocols to ensure the privacy of your health information has approved the research.

Health and Safety. Your health information may be disclosed to avert a serious threat to the health or safety of you or any other person pursuant to applicable law.

Government Functions. Your health information may be disclosed for specialized government functions such as protection of public officials or reporting to various branches of the armed services.

Workers' Compensation. Your health information may be used or disclosed in order to comply with laws and regulations related to Workers' Compensation.

Other uses. Other uses and disclosures will be made only with your written authorization and you may revoke the authorization except to the extent Texas Neurology has taken action in reliance on such.

## **YOUR HEALTH INFORMATION RIGHTS**

### **You have the right to:**

- request a restriction on certain uses and disclosures of your information as provided by 45 C.F.R. §164.522; however, Texas Neurology is not required to agree to a requested restriction;
- obtain a paper copy of the notice of information practices upon request;
- inspect and obtain a copy of your health record as provided for in 45 C.F.R. §164.524;
- request that your health record be amended as provided in 45 C.F.R. §164.526;
- request communications of your health information by alternative means or at alternative locations; and
- receive an accounting of disclosures made of your health information as provided by 45 C.F.R. §164.528.

### **Complaints**

You may complain to Texas Neurology and to the Department of Health and Human Services if you believe your privacy rights have been violated. You will not be retaliated against for filing a complaint.

Region VI - Dallas  
Ralph Rouse, Regional Manager  
Office for Civil Rights  
U.S. Department of Health and Human Services  
1301 Young Street, Suite 1169  
Dallas, TX 75202  
Voice Phone (214)767-4056  
FAX (214)767-0432  
TDD (214)767-8940

### **Obligations of Texas Neurology**

Texas Neurology is required by law to:

- maintain the privacy of protected health information;
- provide you with this notice of its legal duties and privacy practices with respect to your health information;
- abide by the terms of this notice;
- notify you if we are unable to agree to a requested restriction on how your information is used or disclosed;
- accommodate reasonable requests you may make to communicate health information by alternative means or at alternative locations; and

Texas Neurology reserves the right to change its information practices and to make the new provisions effective for all protected health information it maintains. Revised notices will be made available to you by written request to David A. Evans at the address below.

### **Contact Information**

If you have any questions or complaints, please contact:

David A. Evans/Texas Neurology  
6301 Gaston Avenue, Suite 100 West Tower  
Dallas, TX 75214 • (214) 827-3610 ext 224

## NURSE PRACTITIONER/PHYSICIAN ASSISTANT INFORMATION GUIDE

Texas Neurology strives to provide patient friendly services and the highest quality of healthcare. In order to assist you with your healthcare needs, our center has a dedicated staff which includes Nurse Practitioners and Physician Assistants to allow you to receive the best possible healthcare in an efficient and timely manner.

The following information will assist you in understanding the role of the Nurse Practitioner/Physician Assistant at Texas Neurology.

A **Nurse Practitioner (NP)** is a registered nurse who has an advanced education and clinical training in a healthcare specialty. A Nurse Practitioner has advanced education and clinical training in the treatment of headaches, as well as medical diagnosis and treatment of adults and children.

A **Physician Assistant (PA)** is a healthcare professional licensed to practice medicine with supervision by a licensed physician. A physician assistant is concerned with preventing, maintaining, and treating human illness and injury by providing a broad range of healthcare services that are traditionally performed by a physician.

Nurse Practitioners and Physician Assistants exercise autonomy in medical decision making as determined by their supervising physician. Physician Assistants are educated in the medical model designed to complement physician training. Both will conduct physical exams, diagnose and treat illnesses, order and interpret tests, counsel on preventive healthcare, assist in medical decision making, and write prescriptions.

As the Nurse Practitioner/Physician Assistant for Texas Neurology, She/he will:

- **Work under the direction, and in collaboration, with your neurologist to ensure you receive the best possible healthcare.**
- Take time to listen to you and your family's worries and concerns.
- Explain the details of your health problems, medications, and other topics to help you understand how to take care of yourself.
- Provide individualized care.
- Perform physical examination, treatment, & procedures.
- Order and interpret laboratory and diagnostic studies.
- Prescribe medications and change medications as appropriate.

Contact Information:

If you have any questions or concerns, please call:

Monica Baker- Patient Services 214-827-3610 ext. 450

Lori White, RN, MSN- Clinical Director 214-827-3610 ext. 270

## FORMULARY BENEFITS DATA CONSENT

Formula Benefits data are maintained for health insurance providers known as Pharmacy Benefits Managers (PBM). PBM's are third-party administrators of prescription drug programs whose primary responsibilities are processing and paying prescription drug claims. They also develop and maintain formularies, which are lists of dispensable drugs covered by a particular drug benefit plan.

We may need access to your data as maintained by PBM's to know what medications have been prescribed to you in the past, and to know which drugs are covered by your insurance plan.

By signing below I give permission for Texas Neurology to access my pharmacy benefits data electronically through RxHub. This consent will enable Texas Neurology to:

- \*Determine the pharmacy benefits and drug copays for a patient's health plan.
- \*Check whether a prescribed medication is covered (in formulary) under a patient's plan.
- \*Display therapeutic alternatives with preference rank (if available) within a drug class for non-formulary medications.
- \*Determine if a patient's health plan allows electronic prescribing to Mail Order pharmacies, and if so, e-prescribe to these pharmacies.
- \*Download a historic list for all medication prescribed for a patient by any provider.

In summary, we ask your permission to obtain formulary information, and information about other prescriptions prescribed by other providers using RXhub.

The signature below confirms receipt of:

Texas Neurology's Notice of Privacy Practices

Texas Neurology's Financial Policy

Texas Neurology's Nurse Practitioner/Physician Assistant Information Guide

And Consent to Obtain Formulary Information

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Patient/Guardian Signature