

## **Hosseinion Family Medicine, LLC.**

### **Office Billing Policies:**

Non insurance billing...the easiest type:

Payment is made at time of service, with a 20% discount on services

Insurance billing:

Copay is paid at time of visit, the bill is sent to the insurance. I now have a billing company, Northwest Medical Billing (if you get mail from them, it will have come from Lakewood, WA - their office location).

-They will submit the insurance bill to your insurance company, and if there is a balance left over from what your insurance didn't cover, they will send you a bill; please send payment to them so they can process it for me.

-If you need to contact the billing company, you can reach them at (253) 588-7911 extension 228.

Medical Services which are usually, but not always covered by insurance:

Some insurances will not cover all parts of services provided by your doctor.

To assist you in determining your coverage for services, you could call and ask them if these services are A)covered or B)have a deductible or not:

1. Prolonged physician service (CPT code 99354 or 99355) is billed to insurance in addition to the office visit code to cover the cost and time associated with appointments that are 1 hour in length or longer.
2. Removal of skin tags (CPT 11200)
3. Biopsy (CPT 11100)
4. Ear wax cleaning (CPT 69210)
5. Abscess drainage (CPT 10060)
6. Ingrown toenail removal (CPT 11730)
7. Laceration requiring stitches (CPT 12001)
8. Wart removal by freezing (CPT 17110)
9. Freezing moles or pre-cancerous skin lesions (CPT 17000)
10. Surgical Mole removal ("excision") (CPT 11400 or 11401)

...these are the most common things that end up in that category, but other procedures could also fall in this category.

Email visits:

-Emails are for non-urgent issues only. For urgent issues, call my cell phone.

-Not all emails are billed email visits. If you email me asking to make an appointment, I am acting in an administrative capacity and not in a physician capacity, and you will not be billed.

-If you email me asking a medical question, and I tell you that your issue actually needs an office visit, so you should make an appointment, then you will not be billed.

-If I told you at your appointment that I'd email you your labs, or you were following up on testing done on an appointment, I consider that to be part of the same appointment you had and you will not be billed.

-Emails about medical issues that I respond to, will be billed as an “online visit”, as is the standard code for providing this type of service.

-Text message communications (through cell phones) will be considered the same as emails, since they are also electronic text).

#### Lab or Test Followup:

-I usually email, call, or discuss labs in a followup visit. If you haven't heard from me regarding the results of labs or testing you had done, email me (sometimes paperwork falls between the cracks and if you haven't heard from me it's because the communication train broke down somewhere).

-I make it a policy to *always* communicate *all* test results to patients.

-There is no charge for emails requesting test results unless it was recommended that you make an office visit to discuss the results and you would prefer to instead discuss them over email.

#### Prescription refills:

-I take special care to always write for enough refills of a medicine the very first time I prescribe it.

-If you are running low on a medication and you are out of refills, this means you are due for an appointment to discuss and review this medication again to determine if it is appropriate to be refilled. This could be as early as 2 weeks or as infrequent as one year (all refills expire at the pharmacy in 1 year). If it has been a year since your medication was prescribed, we're due for at least a quick appointment to discuss the medicine and make sure you're still doing well on it.

-If you or the pharmacy ask for your medication to be refilled outside of an appointment, that means I need to review your chart, review the medication, and make all those decisions without you there to even discuss things with; if I made the decision to authorize the refill over email or electronically, those services will be billed for as an email visit (or “online services”); if I made that decision over the phone, it would be billed as a Phone visit.

#### Phone visits:

-The same policies exist for phone visits as they do for email visits, so see above; administrative questions are not charged for, medical issues discussed on the phone are charged for, notifying patients about their labs, etc that I do over the phone are considered part of the office visit, phone calls that we decide to evaluate in an office visit are not charged for separately.

#### Calls to my cell phone:

-Calling my cell phone is for urgent medical issues only. For example if you have a need to be seen urgently for a pressing medical problem, or discuss an urgent medical issue.

-Calls to my cell phone for issues other than urgent medical issues (for example non medical calls for administrative questions) will be charged a fee. Respecting this policy keeps the line open and available to those who need it for their urgent issues.

I think that about sums up the types of visits/charges people might see.

If you have questions, comments, or ideas for me on how I might clarify/improve my practices or policies, I'm open to your feedback!

Thanks,  
Shay Hosseinion, M.D.

-Updated 10/21/2011