



INSPIRE
INTEGRATIVE MEDICINE

Inspire Integrative Medicine

General Office Policies

Prescription Refills

Patients are encouraged to contact their pharmacy directly to request prescription refills. If a refill authorization is required, the pharmacy will request directly from our office. Alternatively, patients may request prescription refills through our patient portal. Refill requests will generally be completed within 2 business days. If your insurance plan requires a prior authorization for your medication, this could take additional time.

Controlled Substances

Prescription medications that are controlled substances are only prescribed on a limited basis at the discretion of the individual providers. These medications include narcotics, stimulants, benzodiazepines and hypnotics. Prescriptions for these medications are only issued during a scheduled appointment and will not be refilled via phone or patient portal requests. Patients will be required to sign a controlled substance agreement with their provider which will include a schedule for required appointments. Patients may be asked to undergo drug screenings at their scheduled visits. Patients utilizing narcotics for chronic pain management will be referred to a pain management specialist.

Patient Portal Messages

Patients may contact their provider and office staff through our secure patient portal. Messages will be responded to within 2 business days. Patients should call the office directly for urgent medical issues. The patient portal is intended for brief communications only, such as clarifying instructions discussed at a recent appointment, requesting medication refills, and addressing billing questions. Inquires about new medical issues or lengthy discussions about ongoing medical conditions, are not appropriate for the portal. An appointment will be required for our providers to adequately address these types of concerns.

New Patient Registration

Federal and State regulations require certain policies to be reviewed and signed by patients prior to their initial appointment. If these forms are not completed at least 24 hours prior to your scheduled appointment time, your appointment will be canceled.

Appointment Rescheduling and Cancellation

Our office requires 24 hours notice for appointment rescheduling. You will be charged a fee for missed appointments. You can find this fee schedule here:

<https://pmg.inspire-im.com/patient-resources/insurance-fees>



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Form Fees

Our forms completion fee is \$20.00. Please be advised that some forms (adoption, FMLA, disability, health care assessment for assisted living) may require an in-office or telemedicine visit to complete at the discretion of your provider.

Wellness Visits vs Office Visits

An Annual Wellness Visit, also known as Preventative Medical Physical or Medical Wellness Visit, is a **routine visit** intended to identify **potential health concerns** at the earliest stages when they are less costly and less difficult to treat.

An Office Visit is a **problem oriented** encounter in which a provider **treats an abnormality or addresses a pre-existing condition**. If an office visit occurs during a Wellness visit, additional costs will be incurred and may require a co-payment by your insurance company.

Non-Covered Services

Insurance providers, e.g Medicare and Commercial plans, do not cover all medical services. This may include care that you or your healthcare provider request or recommend. In these cases, an Advance Beneficiary Notice (ABN), also known as a waiver of liability, will be given to you before you receive a service or supply. Patients will be asked to sign this waiver accepting financial responsibility for potentially uncovered services prior to them being rendered.

Billing & Coding

Patients or their legal representatives are responsible for knowing what services are covered under the patient's health plan. This responsibility does not fall on the office nor the provider. Questions, concerns, or disputes regarding billings or codings will not be addressed by the patient's provider. Messages regarding billings and codings will be redirected to the appropriate Inspire Integrative Medicine administrative staff. If such messages are beyond the realm of control by the care center, patients will be asked to call Privia Support at (888) 774-8428.

Patient Refunds

Our care center uses a portal to process all patient refunds in the amount of \$10.00 or greater. If you are due a refund, you will receive an email message with instructions on registering for the Refund Portal and choosing the method of repayment (paper check, Zelle, or bank account). If you are not registered for our Patient Portal or don't have an email on file with our office, you may speak to a Privia Billing Representative at (888) 774-8428. Phone hours are Monday through Friday 8am to 6pm ET.