



# Evansville Multi-Specialty Clinic, PC

## Welcome to our Clinic

The physicians and staff would like to welcome you to the Evansville Multi-Specialty Clinic. We are committed to providing our patients with the best possible medical care. Our professional staff is readily available to meet yours and your family's medical needs.

Our hours vary from location, please call us to verify the time of your appointment if you have lost your appointment card. Our phones are answered 24 hours a day; 7 days a week and your provider will be available during these hours to answer any emergent needs that may arise. However, we DO NOT refill prescriptions or pain medications after hours or on weekends (please see attached prescription policy). We require 72 hour notice for all prescription refill requests. All refill requests should be called to your pharmacy, so that we may receive the documentation and this will speed up the process. Please note that many insurance have been requesting prior authorizations for your regular medications that you receive and this is why we require the time to refill your requests.

Our office participates with all major insurance companies including Medicare and all levels of Indiana Medicaid. It is your responsibility to know if we are listed as an "in-network" provider for your individual plan. We will file your primary and any secondary insurance as a courtesy to you. We will not, however, file a third insurance policy. We do NOT determine the amount of coverage you will receive, and all questions concerning your benefits should be directed to your insurance company. It is the patient's responsibility to provide us with the most current insurance information.

If you do not have a copy of your insurance card, or a letter stating your eligibility you will be treated as an uninsured patient. Legally, we cannot file your claim without proof of your identity and your insurance card. You are required to present your insurance card and photo ID to every appointment to protect you from identity theft.

Appointments for Workman's Compensation and Motor Vehicle Accidents require all billing information before you are able to be seen by a provider in our clinic. You must provide all information to a billing specialist prior to your appointment and you may reach them at (812) 475-1948 Option#3.

Our office staff will call you prior to your appointment as a courtesy reminder. If you arrive 15 minutes after your appointment time you may be asked to reschedule. If you no-show for 3 or more appointments, you may be asked to find another provider. If you cancel within 2 hours of your scheduled appointment time, it will be considered a no-show appointment. Since new patient appointments require more scheduled time, no-show appointments for new patients will not be permitted to reschedule unless authorized by the provider.

**PAYMENT IS EXPECTED WHEN SERVICES ARE RENDERED UNLESS ARRANGEMENTS HAVE BEEN OTHERWISE MADE PRIOR TO THE APPOINTMENT.**

**I UNDERSTAND MY CO-PAY IS DUE ON EVERY DATE OF SERVICE. IF UNABLE TO MAKE THE REQUIRED CO-PAY, I MAY BE RESCHEDULED.**

If you have any other further questions, please feel free to contact our office. We want to make every effort to assist and advise you. You will be asked to sign all forms for which you agree to comply and understand.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Patient Name