

Our goal at Hallmark Health Medical Associates (HHMA) is to provide our patients with high-quality and efficient care. As a patient of our office, you play an important role to help us to meet our goals and it is essential that you understand your role and responsibilities in this process. You should contact your insurance carrier for any questions about your insurance coverage. The contact information is typically found on the back of your insurance card.

Your Responsibilities:

1. ***Update your personal information.*** Please notify the office if there are any changes to your mailing or billing address, telephone numbers, health insurance plan, or emergency contacts. You must also bring an up to date insurance card and photo identification with you to each visit.
2. ***Know your insurance coverage.*** Our office does not have detailed insurance information for all available insurance plans. You are responsible for knowing which services are covered as part of the benefit package in your insurance plan. You are also responsible for any deductibles or coinsurance that may be part of your insurance plan. Our office will send you a bill if your insurance plan does not cover the services provided or applies a deductible or coinsurance to the services that you have received.
3. ***Keep your scheduled appointments and arrive on time.*** If you cannot make a scheduled appointment or cannot arrive on time, please call the office at least 48 hours prior to your appointment time. We will be glad to assist you with rescheduling. This allows our physicians the opportunity to maximize their time and allows our office to work efficiently. If you arrive more than 15 minutes late, you may be asked to reschedule to another time when your physician is available. If you miss a scheduled appointment and do not contact the office, you will receive a letter in the mail from our office asking you to call the office to reschedule. If you frequently miss or arrive late to your appointments, our office may no longer be able to provide your care.
4. ***Copayments and outstanding account balances are due at the time of your appointment.*** A copayment is your part of the overall payment our office receives for providing services. The actual amount of your copayment is determined by your insurance coverage. We accept payment in the form of cash, personal check, and credit cards with Visa, Mastercard, American Express, and Discover. You may be asked to reschedule your routine appointment if your copayments or outstanding account balances remain unpaid. Our office may no longer be able to provide your care in the event of continued unpaid balances.
5. ***Obtain referrals and/or authorizations before your appointment.*** Some insurance plans require a referral or authorization before covering certain services. It is your responsibility to make sure these are in place before you receive services. Our office will send you a bill if your insurance company does not pay for your care because a referral or authorization was not obtained in a timely manner.

HHMA Responsibilities:

1. ***Our office will verify your insurance coverage and copayment amount prior to your appointment.***
2. ***Our office will call you to confirm to your appointment and remind you of any outstanding balances which will be due at the time of your appointment.***
3. ***Our office will keep your scheduled appointment to the best of our ability.*** If our office cannot keep a scheduled appointment, we will provide you with as much notice as possible. Our office will reschedule the appointment to the first available time.
4. ***Our office will provide same day sick appointments.*** If you are sick, our office will offer you an appointment with your physician or a nurse practitioner if there is an available time.

Patient Name: _____ ***Date of Birth:*** _____

Patient Signature: _____ ***Today's Date:*** _____