

ROLES AND RESPONSIBILITIES

Our goal at Tufts Medical Center Community Care (TMCCC) is to provide our patients with the highest quality and most efficient care possible. As a patient of our office, you play an important role in helping us meet these goals, so it is essential that you understand your role and responsibilities in the process.

PATIENT RESPONSIBILITIES:

- **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.
- **KNOW YOUR INSURANCE COVERAGE:** Be sure you understand your insurance coverage and contact your insurance carrier for any questions. The contact information is typically found on the back of your insurance card. Our office does not have detailed insurance information for all insurance plans. You are responsible for any deductibles or coinsurance that may be a 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.
- **KEEP YOUR SCHEDULED APPOINTMENTS AND ARRIVE ON TIME:** If you cannot make an appointment or cannot arrive on time, please call the office at least 48 hours prior to 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 you care. See details of cancellation policy on separate page.
- **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 personal check and credit cards with Visa, Master Card, 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 you care in the event of a continued unpaid balance.
- **OBTAIN REFERRAL AND/OR AUTHORIZATION 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 the place before you receive services. Our office will send you a bill if your insurance company does not pay for your visit because a referral or authorization was not obtained in a timely manner.

OFFICE RESPONSIBILITIES:

- Our office will verify your insurance coverage and copayment amount prior to your appointment.
- Our office will call you to confirm your appointment and remind you of any outstanding balances which will be due at the time of your appointment.
- 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.
- 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.
- Our office requires 48-hour notice for any prescription refills. Prescription refill requests should be made during regular weekday office hours.
- Referrals to other offices may take up to two weeks to process if our office is scheduling your appointment for you. If you have made your own appointment and require a referral to be processed, call our office and leave your information.
- Please allow 72 hours for any letters that need to be written and 2 weeks for any forms or paperwork that may need to be filled out.