

Bakul T. Roy, M.D.
Roy Medical Associates, Inc.
5601 Norris Canyon Rd. Ste. 340
San Ramon, CA 94583
Tel: (925) 866-8080
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www.broymd.com

Thank you for choosing our office for your medical care. We have written these policies to keep you informed of our current office policies. Please refer to our website for policy updates.

OFFICE POLICIES

Office Hours: Our office is open Monday-Friday, 8:00 am – 5:00 pm. Please refer to our website www.broymd.com for additional information.

Appointments: We see patients by appointment only. Same day appointments are usually available for urgent or sudden illness for existing patients. Please arrive at least 5 minutes prior to your scheduled appointment to allow us adequate time to properly check you in. If you have any changes to your demographic information (such as a change of address or insurance), please arrive 15 minutes prior to your scheduled time.

After-hours, Emergencies, and Holidays: If you have a life-threatening emergency, call 911 immediately. Our voicemail system is available after hours, weekends, and holidays for your convenience. The answering service will page the physician on call.

Same Day Appointments: We have a limited number of same-day appointments available every day for sudden illness. Appointments for more acute illnesses will be given priority. If you must be seen same-day and the physician agrees to see you during non-regular appointment times (e.g., during lunch or after hours), an additional fee may apply.

Walk-in Appointments: We are not usually able to accommodate walk-in appointments. Patients who walk-in and request a same-day appointment will be offered to wait or to come back at a later scheduled time.

Cancellations/Rescheduling: Please call at least 24 hours prior to your scheduled appointment if you will not be able to keep your scheduled appointment. This allow us to provide that time slot to another patient. We attempt to confirm all appointments at least 1-2 business days prior to your appointment to allow you adequate time to reschedule or cancel. Failure to cancel or reschedule 24 hours in advance may result in a charge for a missed appointment. This would be \$30.01 for a routine appointment and \$60.01 for a missed Physical appointment.

Running on time: We know your schedule is busy and that your time is valuable. Our Physician makes every effort to keep on schedule. If you have been waiting more than 20 minutes and have not been advised of a delay, please speak to the receptionist to ensure that you have been properly checked in.

Patients are seen in scheduled order with few exceptions. Patients arriving more than 10 minutes after their scheduled appointment may be asked to reschedule.

Treatment of Minors: As a specialist in Internal Medicine, this practice is limited to the treatment of adults. We recommend that you consult the services of a Pediatrician or Family Practitioner for children under the age of 16.

Physical Exams: We believe that routine physical examinations (“preventive exams”) are important to the maintenance of good health. Your insurance policy may or may not cover preventive exams. Please review your benefits prior to your appointment so you will know what is covered by your insurance plan. All patients who request a physical exam will be required to complete an Advanced Beneficiary Notice. Please check in 15 minutes prior to your scheduled appointment to complete all necessary paperwork. This paperwork is patient-specific and is not available on the website. Medical issues beyond the scope of a physical exam may be subject to additional copay.

MyJohnMuirHealth: You may access our office online website at any time for appointment request and refill requests. In order to comply with HIPAA requirements; we offer these services via myjohnmuirhealth, which is a free, secure service. Please allow 1 business day for us to respond to your request. Please speak to our staff member if you are interested to sign up in order for us to print out or email the activation code needed for the process.

Test Results: Our office will only contact you if your tests are abnormal. A staff member will contact you if you need to take immediate action regarding your results. If the doctor needs to speak to you regarding your results, you will receive a phone call and be asked to schedule an appointment. If you wish to obtain a hard copy of your test results, please stop by our office and we will print them for you. Copies of test results will not be mailed to you unless you provide us with a self-addressed, stamped envelope. Requests for test results are on a per test basis. The best way to obtain a hard copy of your test results is to inform the physician at the time you receive your lab order form and request that the lab “cc” you.

Prescriptions and Refills: The best time to get a prescription refill is at your appointment. If you need a refill, and your current prescription bottle indicates that you have refills remaining, please contact your pharmacy. Most refills require the doctor’s approval. Please allow 2 business days for us to process your refill request. Please do not contact the on-call physician with a refill request, as they do not have access to your chart.

Narcotics: We do not prescribe narcotics for chronic pain. Your physician will refer you to a pain management specialist for most chronic pain issues requiring the use of narcotics. After-hours narcotics and sleep aids request will be denied.

Mail-order prescriptions: Your physician will FAX or e-prescribe your prescription to your mail-order pharmacy. If your insurance company requires an additional form to be submitted with your prescription, please tell the physician that you would like your prescription printed.

Patient Dismissal: While we make every effort to work with you, sometimes we feel it is best for all involved to dismiss you from our practice. If you are dismissed from the practice, you will be allowed 30 days for emergency treatment in our office. After that time, you will be required to seek the services of another physician in another office. Common reasons for dismissal include: Failure to keep appointments, Noncompliance, Abusiveness to staff, Failure to pay your bill.

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FINANCIAL POLICIES

We accept Exact Cash, Visa, Master Card, Discover, and American Express for your convenience. No checks are accepted for office co-payments.

Private Pay: If you do not have insurance, payment will be due at the time of service. No checks will be accepted.

Insurance: Although we are contracted with several insurance companies, it is your responsibility to make sure that our physician participates in your specific plan. If your physician is not a participating provider for your plan, you may still select our office for your medical care; “out of network” benefits will apply. It is also your responsibility to know your insurance benefits. Our office will not advise you of your insurance benefits. Please contact your insurance company at the Customer Service phone number printed on your insurance card if you have questions pertaining to coverage.

As a courtesy to our patients, we will file insurance forms from our office. In order to do this, we require all information to be completed on the Patient Registration Form. We must have this information prior to your appointment. We will request an update to your information annually. Please present your insurance card at each appointment for verification. A photo ID is required at your first visit.

We make every effort to verify your insurance prior to your appointment. If our office is unable to verify your insurance eligibility, you will be required to pay for your visit at the time of your appointment. If you provide the correct insurance information to our office in a timely manner, we will file a claim on your behalf. We will refund to you any portion that is determined to not be your responsibility.

You are responsible for paying all co-pays at the time of service. Co-pays, co-insurance, deductibles and non-covered services cannot be waived by our office, as it is a requirement placed on you by your insurance carrier. Failure to pay your portion of services rendered will be reported to your insurance company and could result in termination of your insurance plan.

Billing: If you receive an invoice from our office for a balance due, it is because that is the balance your insurance policy requires that you pay. Please contact your insurance company first if you believe there is a problem. The balance on your invoice should be equal to the “Patient Responsibility” portion on your Explanation of Benefits that you received from your insurance company plus any “non-covered services” (less any copay that was collected at the time of service). If there is a discrepancy, please call our Conifer billing office immediately to advise us. You will continue to receive invoices and be subject to collections

if you do not advise us of discrepancies. Navigant Cymetrix billing may be reached at 855-270-2249 or please call our office at 925-866-8080.

Credit Card Authorizations: For your convenience in paying the balance on your account, we ask all patients to complete a Credit Card Authorization Form annually. You may specify a maximum dollar amount that we are authorized to charge each month. Non-covered services will be charged to this account if you are not present (such as for missed appointment fees, return check fees, and form completion fees). A copy of the credit card receipt will be mailed to you if we charge your account.

Collections: Invoices not paid within 60 days begin our in-house collection process. Invoices not paid within 120 days are subject to patient dismissal and submission to our Collections Agency and notification to your insurance plan.

Non-covered Services: The following services are considered “Non-Covered Services” by most insurance companies. The fees listed below must be paid at the time of service.

- Motor Vehicle related accidents are not covered by Health Insurance. You will be charged at the time of the visit and be provided a receipt. You may wish to forward this to your auto insurance.
- We will not be involved with any transactions with the auto insurance
- Returned Checks: If your check is returned to us for any reason, you will be charged \$30.00
- Missed Appointments: If you fail to notify us at least 24 hours in advance that you will not be able to make your appointment, we will charge \$30.01 for a missed appointment and \$60.01 for a missed Physical Exam
- Forms Completion: There will be a \$15.00 charge, Disability, Insurance Forms, Travel Forms, Release from Work, Prior Authorizations, and other forms are not required by all insurance plans or employers. If you require a physician to complete these forms, you will be requested to make an appointment
- Electronic Records: Upon written request, if you would like a copy of your medical records on CD, we charge a base fee of \$30.00
- Phone Visits: If you request medical services via telephone instead of a visit to our office, the following fees apply. You must be an established patient to request this service. Phone visits are done only by prior physician approval and scheduling. If the phone visit results in an office visit within 24 hours, you will be refunded, per Federal Insurance guidelines.
 - 5-10 minutes: \$30.00
 - 11-20 minutes: \$45.00
 - 21-30 minutes: \$60.00
- Late Fees: Invoices not paid within 60 days will result in a \$5.00 per month late fee.
- Co-pay Collection Fee: If we must bill you for your copay, you may be required to pay a \$20.00 copay collection fee
- After-hours Appointment Fee: \$25.00 in addition to the office visit charge
- If your doctor or other health care provider performs additional tests or services during the same visit that aren't covered under preventive benefits, you may have to pay coinsurance, copay, and the Part B deductible may apply. Your doctor or other health care provider may recommend you get services more often than Medicare covers. Or, they may recommend services to include lab tests, EKG, urinalysis, and hemocult test that Medicare doesn't cover. If this happens, you may have to pay some or all of the costs.