



Communication Billing Policy

At North Georgia Endocrinology we truly value our patients and strive to provide utmost patient care in a timely manner. Our dedicated team of professionals work hard to facilitate patient appointments and communications, however, we do ask that you **please allow 72 business hours for a response to non-urgent concerns.**

In recent years, since the COVID-19 pandemic, we have seen a surge of telephone calls and portal messages. Portal messaging and telephone communication now account for a considerable part of our staff and providers' daily work flow. In an effort to provide continuity of care and to ensure a sustainable work flow for our staff, we have implemented a new policy similar to that at most other practices nationwide. Starting January 1, 2023, messages for concerns that arise outside of scheduled appointments may be billed. Some insurance providers may cover this fee, but **it will be your responsibility to check with your specific policy ahead of time.**

Please be aware that not every message you send to your provider will be billed but will be up to the provider's discretion on the time allotted to your concerns and the specific concerns that are being addressed. Your provider may feel your concern is more appropriately addressed at an appointment, and in that case will direct you to schedule an office visit or telemedicine appointment

Messages that may be billed include:

- New concerns that arise more than one week after your last appointment that were not discussed during your appointment. **In almost all cases we recommend a follow-up visit to discuss new concerns. Please be advised your insurance will be billed accordingly if your concern requires provider clinical time & expertise to answer. You may be responsible for your usual copay, or a charge up to \$50 for insurance providers that do not cover this fee and uninsured patients.**
- Requests for medication dosage changes, if not already discussed at visit
- Any emergency or short term refills due to not keeping recommended follow up appointments
- New initiation medication prescription requests
- Change in chronic condition or chronic disease check in and management

Messages that will not be billed:

- Established medication refill
- Questions or concerns that arise within one week of your last appointment pertaining to your visit
- Giving a quick update to your provider

All accounts, including balances from previous appointments, balances from portal bills and administrative fees MUST BE PAID IN FULL BEFORE WE WILL SCHEDULE OR RESCHEDULE ANY FURTHER APPOINTMENTS.

Printed Patient Name: _____

Date of Birth: _____

Patient Signature: _____

Date of Signature: _____