



Associates in Womens Health

Office Policies

www.awhomaha.com

Appointments

Appointments can be made by calling our office during normal business hours or by requesting an appointment through your patient portal account. You can also complete your health history information in your patient portal prior to your scheduled appointment. Appointments need to be scheduled to see a physician, lab work, injections, blood pressure checks, weight checks, ultrasounds, cystometrics and any other tests or screenings.

For every appointment, please bring the following:

1. Your insurance card and photo ID.
2. Your current medications or a complete list of all your medications including dosage.

If you cannot keep your appointment, please call our office at least 24 hours in advance.

Once you have established care with one of our providers, our providers request that you solely see that provider except under certain circumstances.

Telephone numbers:

(402) 697-7200 main number

Press 3 for appointments

Press 4 to schedule surgery; direct number (402) 614-6992 Kelly

Press 5 for test results, infertility and disability/FMLA form questions

Press 6 to speak to the triage nurse

Press 7 for billing; direct number (402) 614-8181

Press 0 for return to work notes (front desk) or you may send a message through our patient portal

Triage/Phone Messages

We are partnered with Sequence Health, based in Georgia, to help better serve our patients. Their RNs are available to answer patient questions; they communicate directly with our staff and physicians and follow our physician's protocols regarding patient care.

After Hours & Emergency Care

If you are experiencing an emergency, dial 911 or head to the nearest emergency room. For all other calls, an on-call physician is available 24-hours a day, 7-days a week by calling (402) 697-7200 or through our call center at (402) 559-3012.

Calls for appointments, test results or billing questions will only be taken during normal business hours.

Prescription Renewals

Please contact your pharmacy for all medication refills. The pharmacy can either send us an electronic request to refill your medication or fax the prescription refill request to (402) 697-7282. Please allow us 24 hours to complete the refill request. Refill requests will not be completed on weekends or after hours.

Laboratory Services

AWH uses Physicians Laboratory Services, Quest Diagnostics, Myriad, PerkinElmer, and MDL for various laboratory testing services. Patients may receive a bill directly from one of these labs for services rendered. Please contact

the laboratory directly with any questions. For fasting lab work, do not eat or drink, except for water or black coffee, for at least 8 hours before the labs will be drawn. Your lab results will be available in your patient portal account after the physician reviews them. If you have not received your results via your patient portal account, by mail or telephone within 10-14 days, please call our office at (402) 697-7200 and choose option 5.

Ultrasound Services

To provide the best quality of care and due to scheduling and limited space, we are only allowing two (2) guests to attend the ultrasound with you. This allows the sonographer to focus on your ultrasound scan.

Financial

All office visits are payable at the time of service. We accept cash, checks, and most major credit cards and debit cards. Please contact our billing office at (402) 614-8181 should you have any financial questions or concerns. A \$35.00 service charge will be assessed on all returned checks.

Billing/Non-Payment/Collections: We will send a statement each month for balances due. You are expected to make monthly payments on any balance due, please see below for examples of acceptable payment amounts. If a final notice statement has been sent we will require a payment before you can be seen.

If no payment is received within 3 months of the date on your first statement, your account will be turned over to a collections agency (Merchant Credit Adjusters). We will require payment **in full** on any collections balance prior to being seen again.

Examples of acceptable monthly payments:

Total balance	Monthly payment
\$150 or less	\$50
\$151-\$300	\$75
\$301-\$500	\$100
\$501-\$750	\$150
\$751-\$1000	\$200
\$1001-\$1500	\$250
\$1501-\$2000	\$275
\$2001-\$2500	\$300
\$2501 and up	Please call to discuss arrangements

Billing & Insurance

We participate with most local and many national insurance plans. We are only contracted with Nebraska Medicaid plans and do not accept any out of state Medicaid plans. However it is your responsibility to understand whether your insurance has limits on the doctors you can see, or the services you can receive.

If you provide complete and accurate information about your insurance, we will submit claims to your insurance carrier and receive payments for services. Your insurance company may request you to supply additional information to them directly. It is your responsibility to comply with their request. Depending on your insurance coverage, you may be responsible for co-payments, co-insurance, or other deductible amounts. Your insurance benefit is a contract between you and your insurance carrier; AWH is not a party to that contract.

Please contact our billing office or call your insurance carrier should you have questions.

Some procedures and services may require payment prior to or at the time of the services being rendered.

Worker's Compensation

If you are injured in a motor vehicle or personal property accident, our physicians will provide the medical attention you need. However, it is your responsibility to work directly with the insurance companies or legal counsel for payment.

7/10/19