

FREQUENTLY ASKED QUESTIONS:

My provider has referred me to another facility or provider, what is the status?

Please allow 72 hours for our staff to process any and all referrals. This allows our staff time to contact your insurance if a prior authorization is needed and to send any records to the provider you are being referred to. If after 72 hours you have not been contacted please feel free to contact our office to follow up on the status of the referral.

Am I required to pay for my visit at the time of service?

All co-payments must be made prior to the time of service. Deductibles and co-insurance will be estimated using the last verified amount of your deductible. It is your responsibility to know what portion of your deductible has been met. By contractual law, protection of your insurance benefits requires us to charge for, and you to pay for, all required co-payments, co-insurances, deductibles and non-covered services. If we do not participate with your insurance plan, payment in full is required at the time of service unless other arrangements have been made in advance. We may be able to bill your plan as a courtesy to you and credit your account if we receive any additional payment.

What does my insurance plan cover during my visit and what do I have to pay?

As a courtesy to our patients, our staff verifies your basic eligibility and coverage. Knowing your insurance benefits, including eligibility, covered benefits and medically necessary procedures is your responsibility. Please contact customer service at your insurance company for questions you have regarding your coverage. You are responsible for any services not covered by your plan, including diagnostic procedures.

I have some forms that need to be filled out by my healthcare provider. Will he/she fill them out for me?

All forms requiring medical review and physician signature, including prior authorization forms, FMLA, disability or other paperwork, may be subject to a \$150 administrative fee. Our office charges a fee due to the time that it takes our staff and provider to complete the form.

I need to request a copy of medical records, how do I do this?

In accordance with Texas law, Southwest Neurology, PA requires written requests for the release of all medical records. We can provide you with the appropriate form at your request or you can print one at our website. The administrative fee associated with copying medical records is based on current Texas law and allows up to 15 business days to process the requested medical records. Please take this in to consideration when requesting copies of your medical records. The fee for copying medical records is \$25 for the first 20 pages and \$.50 (fifty-cents) per page thereafter. If you are transferring your care to another physician, we are able to electronically transmit your records to another medical office. There is no fee for electronically transferring your medical records to another physician.

I need a prescription refilled. What do I do?

We strongly urge our patients to contact their pharmacy for ANY prescription refill requests before contacting our office. Your pharmacy will notify us of your request and we will either process the refill or notify you that your request cannot be approved until you are seen for a medication follow up with your provider. Any refill requests after 3:00 p.m. will be handled on the next business day. Please allow 48 hours for prescription refills to be processed.

I am a new patient, what do I need to bring with me to my appointment?

Please bring a current list of medications including dosage and frequency, drivers license or photo identification, your insurance card(s) and your payment. Our office accepts cash, check and Visa, Mastercard and Discover. If you are a new patient and are coming in for migraine or headaches please bring a list of medications that you have previously tried and wither had a reaction to or were not effective. Also bring a log showing how frequent you are getting headaches/migraines and how long they last. What date your symptoms started and if you have seen another doctor for your headache/migraines. If you have kept a log of triggers.

What is a Nurse Practitioner?

By definition a nurse practitioner (NP) is an advanced practice registered nurse (APRN) who has completed advanced coursework and clinical education beyond that required of the generalist registered nurse (RN) role. According to the International Council of Nurses, an NP/advanced practice registered nurse is "a registered nurse who has acquired the knowledge base, decision-making skills, and clinical competencies for expanded practice beyond that of an RN, the characteristics of which would be determined by the context in which he or she is credentialed to practice." Krista Toliver-NP, Michelle Williams-NP and Dr. Taylor handle patient care with a team approach to meet the needs of their patients and their family.