Lemon-AID
Medical Management

Welcome & Office Policy

Thank you for choosing Lemon-Aid Medical Management as your healthcare provider, we aim to provide you and your family with the best healthcare experience. Our clinicians, nurses, and support staff focus on meeting your healthcare needs in a modern, comfortable office while respecting your privacy and individual concerns. We appreciate the trust you've shown us by choosing Lemon-Aid Medical Management; please let us know how we can improve. Your health is our priority.

Preparing for your visit

- Write down your most important questions and concerns.
- Bring an up-to-date list of your medications, including dosage and frequency, to every visit.
- Update your medical history if you have a significant change in your health status. For your convenience, you can find medical history forms online at lemonaidmedical.com/forms.
- Lemon-Aid Medical Management schedules by appointment. Most of our providers offer same-day appointments.
- We submit claims to your insurance company as a courtesy. Your insurance policy remains an agreement between you and your carrier, and you are responsible for any balance it does not cover. Deductibles and co-pays are due at the time of service.

What to do if you're late or need to cancel your appointment

- If you are late for an appointment, please call to let us know. We'll be happy to reschedule if that is what best meets your needs.
- If you can't keep your appointment, please call at least 24 hours in advance so we can cancel your appointment time.
- Appointments canceled with less than 24 hours' notice, and appointments you do not attend, are subject to a $50 missed appointment fee. You are responsible for this fee, and it is not billable to your insurance.
- For your convenience, you may be reminded through an automated system.

Privacy and communication

- We protect your health information in accordance with HIPAA. You will be asked to acknowledge receipt of our Notice of Privacy Practices, which explains how we may use and disclose your information.
- If you would like us to share information about your care with a family member or other individual, please tell us in writing. We cannot discuss your care with anyone you have not authorized.
- By providing your phone number and email address, you consent to receive appointment reminders, billing notices, and other non-urgent communications by

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phone, text message, or email. Standard message and data rates may apply. You may withdraw this consent at any time by notifying our office.
- Please do not use text or email for urgent medical concerns.

Lemon-Aid Medical Management patient portal

Your health records and care team are just a few clicks away at www.lemonaidmedical.com. Using our patient portal, you can:

- Schedule appointments
- Ask your doctor's office medical questions
- View test results
- Request prescription refills
- Access your health records
- Complete pre-appointment questionnaires
- Communicate with your medical team about non-urgent matters

The Lemon-Aid Medical Management patient portal makes it easy for you to communicate with our office. Please visit www.lemonaidmedical.com.

Medical tests and results

- Test results will be shared with you as soon as available. The patient portal is the fastest way to receive your results. Please ask for instructions on signing up for the patient portal.
- Visit https://31515-1.portal.athenahealth.com/ to set up your patient portal account.
- If you don't hear from our office about your test results within 7 days, please contact us.
- If we do not call you within one week of having the test, you are responsible for calling our office and letting us know you are waiting for the results. We have no way of knowing when patients complete tests. You are responsible for your health care. If we do not call, it does not mean your test results are normal. If we do not call, it means we have not received your test results.
- You will be notified of all labs, imaging, and studies done by our office. Any abnormal results will require a return to the clinic to discuss them.
- Normal results will be provided over the phone, and further instructions will be given. You may return to the clinic to discuss any results.
- We will not have access to any test ordered by a different medical provider. You will be responsible for providing us with those results.

Medications and refills

- Please request any prescription refills you need at the time of your visit.

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- Your clinician will provide refills through your next scheduled appointment; please schedule your follow-up visit at the time you pick up your last refill.
- We cannot write prescriptions for patients who are not evaluated by a physician.
- We cannot change medications without evaluation.
- We cannot write prescriptions for family members without an appointment.
- The Texas Medical Board requires an examination prior to dispensing a prescription.
- We do not accept medication refill requests from pharmacies. Patients must contact us regarding medications.
- We do not accept faxes from pharmacies.

Controlled substance notification

State law dictates specific rules regarding controlled-substance prescriptions to ensure patient safety. This includes, but is not limited to:

- Referral to a specialist.
- Routine drug screening.
- Written agreement
- Completion of a patient screening form.
- Visits are conducted every 28 days for evaluation and management.
- Controlled medications may not be refilled, called out, or prescribed without a medical visit and examination.
- Failure to follow our controlled substance policy may result in termination of our relationship.

If you have concerns or questions, please raise them with your clinician during your appointment.

Urgent and emergency care

- If you have a medical emergency, go directly to the emergency room or call 911.
- Same-day appointments are available for immediate needs.

Doctor referrals

- We cannot provide specialty referrals without evaluating your condition. Please schedule an appointment so we can determine whether you need specialty care.
- Nonemergency referrals will be completed within 3–10 business days.
- Review your insurance benefits to understand your financial responsibility for specialty services.

Minors

- Children under the age of 18 should be accompanied by a parent/guardian; however, if the parent/guardian is not available, a Consent to Medical Treatment of a Minor by Non-Parent or Guardian form must be sent with the minor, giving our

doctors permission to treat your child.
- The accompanying non-parent or guardian must be prepared to assume financial responsibility at the time of service.

Medical records

- The medical chart is the property of the practice.
- However, copies of your pertinent medical information are available upon request.
- The practice charges a $35 fee to reproduce the medical record, $35 to reproduce billing records, and a $15 certified mailing charge.
- This fee is applicable even when another physician's office requests a copy of medical records.
- We do not charge this fee when collaborating with other providers we work with to care for you.

Prior authorizations

- We do not determine which medications are covered by your insurance, and we cannot know the formulary or preferred medications for every insurance company.
- We will prescribe the medication we believe is best for you.
- If this medication is not covered or requires prior authorization, you will have the option to pay a $25 fee or change to a medication covered by your insurance company.
- Payment does not guarantee approval of the medication.
- Please contact your insurance company if you have grievances about your formulary coverage.

Accident & Workers' Compensation

- Although our office is happy to treat your medical conditions, if the cause is related to an auto or work-related accident, you will be required to pay the full fees at the time of your visit.
- If you are working with an attorney, a letter of protection (LOP) may be accepted in lieu of payment.

Financial policy

- Your deductible, co-pay, and coinsurance are due at the time of service. Patients without insurance coverage pay in full at the time of service. We accept cash and credit cards (MasterCard, Visa, American Express, and several Cash Apps) for your convenience.
- Payments for services already provided are non-refundable. Your payment covers the medical consultation itself — not a prescription or any particular treatment outcome. Your provider will recommend the medications they believe are most appropriate for you based on their clinical judgment.

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- As a courtesy, we submit claims to your insurance company on your behalf. You are responsible for all deductibles, co-pays, and coinsurance due at the time of service.
- Our fees are based on the time, complexity, and resources involved in caring for you. We do not set our charges according to "usual, customary, and reasonable" (UCR) schedules or any insurer's fee schedule, and our charges may exceed what your plan considers allowable.
- You are responsible for any balance your insurance does not cover, including non-covered services, amounts applied to your deductible, and any charges above your plan's allowable amount.
- Once your insurance has processed a claim, we will send you a statement for any remaining balance. Payment is due within 30 days of the statement date. If you can't pay the balance in full, please contact our office—we are happy to discuss a payment arrangement.
- Accounts more than 90 days past due may be referred to an outside collection agency, and future appointments may be deferred until the balance is resolved.

Insurance contracts

- Lemon-Aid Medical Management will file claims on your behalf with your insurance carrier.
- You must verify your insurance benefits before any services you receive. You're ultimately responsible for knowing your plan's benefits and requirements.
- We are working with insurance carriers to obtain contracts, but this takes time.
- We understand that insurance issues can be difficult to understand, and most policyholders do not understand their benefits. We will do our best to inform you about your policy; however, your policy is an agreement between you and your insurance company, and we are not part of that agreement. Please direct any grievances to your insurance company.
- We try our best to accommodate all patients; however, health care reform has necessitated certain changes in our practice. We continue to accept Medicare patients, whereas many physicians have stopped seeing Medicare patients; we have made changes to comply with the new regulations, and we have worked with commercial insurance carriers to continue providing care to our patients.
- Due to the massive Government intrusion, regulation, and reduction in payments, we have had to institute certain fees for services that were once considered "complimentary." We hope you understand and find our fees to be reasonable.

Signature_____ Date: _____