

BILTMORE MEDICAL ASSOCIATES
NEW PATIENT INFORMATION

OFFICE HOURS: The office is open Monday through Friday from 7:00 a.m. to 5:00 p.m. Our laboratory is open from 8:00 a.m. to 5:00 p.m. There is a physician on call for emergencies after hours and on weekends. Each physician is off one day through the week, please ask your doctor's assistant which day they are off.

COMMUNICATION: Each physician has an assistant who will act as your liaison in communicating with the physician. This can be done by either phoning the assistant or sending the assistant a message through our secure web portal. If you do phone us, you will probably need to leave a message on the assistant's voicemail. When leaving a message please be specific about your need. Calls will be returned according to their urgency, but **they will be returned. Please allow us 24 hours to process prescription refills.**

APPOINTMENTS: Please bring all of your medications with you for your initial appointment as well as your yearly physical exams. We also ask that you bring a copy of your insurance formulary with you. This helps the doctor in determining what medications to prescribe so that it will be paid by your insurance. If your initial appointment/yearly physical exam/or monthly follow-up visit involves fasting lab work and has been scheduled for the afternoon, you are welcome to stop by the office the **morning of your appointment** to get your blood drawn and then return later for your scheduled appointment. For all fasting labs we ask that you only have black coffee and/or water for **12 hours** before you come to the lab.

INSURANCE: We participate with many insurance companies which include, but are not limited to: Blue Cross, Cigna, United Healthcare, Wellpath, Aetna, Medcost, and Medicare Advantage plans; such as America's 1st Choice, Universal, and Humana.

****MEDICARE POLICY**:** We **DO NOT** accept assignment when filing Medicare. This means that we will file your claim with Medicare on your behalf but Medicare will pay back to you. If possible, we ask that you pay at time of service and then you will be able to keep your reimbursement check.

All co-pays and the patient responsibility portion of your bill will be payable on the day of service. You will need to bring your insurance cards with you each time you come.