

Kevin Liu, MD

James Taki, MD

Jason Wander, DO

Theresa Le, MD

Elizabeth Bah, DO

Kim Le, NP

PRACTICE POLICIES

Our policies enable us to provide quality medical care in a timely manner.

Hours of Operation

Our office hours are Monday – Friday, 8:00am-5:00pm and closed for lunch from 12:00 – 1:00pm. At the end of the day, our phones will be forwarded to the answering service at 5:00 pm upon closing.

Prescription and Refill requests

In an effort to take care of your prescription and refill needs, we ask that you have your pharmacy contact us with your requests to ensure prompt and accurate refills. Please allow us 24 – 48 hours to respond and approve your medications. Your pharmacy will contact you when the prescription is ready for pick up.

We also ask that you allow the same 24 – 48 hours if your providers' signature is required, as they are not always available to sign immediately upon request.

Exception: Please contact our office for controlled substances (i.e., ADD, opioid pain medications), and to allow 72 hours for these to be filled.

Cancellation of an Appointment

In order to be respectful of other patients' needs, please call our office promptly if you are unable to attend an appointment, preferably 24 hours in advance. This time will be reallocated to someone who is in urgent need of treatment.

No Show Policy

A “no show” is a missed appointment that was not canceled prior to 24 hours of your scheduled appointment. In this event, a \$25.00 fee may be charged. Payment will be expected prior to rescheduling any appointment and is not reimbursable by your insurance carrier. Three “no-show” appointments in a twelve-month period may result in dismissal from the practice.

Late Arrivals

Baylor Scott & White Family Medicine-Keller
620 S. Main St Suite: 240 Keller, TX 76248 phone: 817.912.8150 fax: 817.912.8160
Revised-08/09/18-JMS

Kevin Liu, MD

James Taki, MD

Jason Wander, DO

Theresa Le, MD

Elizabeth Bah, DO

Kim Le, NP

In an effort to serve our patients in a timelier manner, we request that you be on time for your scheduled appointment. In the event you are running late, please call ahead. If you are 10 or more minutes late to your scheduled appointment, you may be asked to reschedule.

Same Day Appointments

We realize that health conditions often occur unexpectedly. Same day care may be provided and we will do our best to accommodate you at the earliest possible time. Please call ahead to find out if there is a time we would most likely be able to accommodate you prior to coming to the office. In the case of a same day appointment, the provider will address the presenting problem only.

Contacting your Provider or MA

We understand there are times that you feel the need to speak to your provider and/or MA during the day. However, you must realize they are seeing scheduled patients and have limited access to phone calls during this time. If you call in and need to reach your provider and/or MA, please leave as much detailed information with the front desk as possible so they are able route your needs appropriately. We will return your call within 24 business hours.

Insurance Filing and the Law

Most of the services provided in this office are medically necessary and paid for by your insurance company. Unfortunately, not all services are covered and may be considered elective. In cases where the service has been denied by your insurance, you will be personally responsible for the bill. Federal laws addressing insurance company transactions require that we submit claims to an insurance company accurately, reporting the exact services performed and the exact reason for performing them. We are not allowed to alter the medical record or claim forms. Our practice strictly adheres to these laws, and will submit claims to all insurance companies in this manner.

Secondary Insurance

Our corporate billing office will file secondary insurance for our patients once, as a courtesy. After 90 days, if your secondary insurance has not paid on a claim, the balance will become patient responsibility.

Forms/ Letters

Please allow your Provider at least 2 business days to complete requested Forms/Letters. You may be asked to schedule a separate visit to discuss the Forms/Letters at the Provider's discretion.

Baylor Scott & White Family Medicine-Keller
620 S. Main St Suite: 240 Keller, TX 76248 phone: 817.912.8150 fax: 817.912.8160
Revised-08/09/18-JMS

Kevin Liu, MD

James Taki, MD

Jason Wander, DO

Theresa Le, MD

Elizabeth Bah, DO

Kim Le, NP

Understanding Your Financial Obligation.

As a patient, it is in your best interest to know if your plan is contracted with Baylor Scott & White Family Medicine-Keller and to understand your insurance plan benefits. This includes, but is not limited to, understanding your responsibility for any deductibles, co-insurance, or co-payment amounts prior to any visit. You may have different deductibles, co-insurance, or co-payment amounts, depending on the contracted status of your insurance company.

It is also important to understand your insurance plan's current benefit and coverage rules. Policies and coverage determinations may vary from year to year.

Not all services are covered in all insurance contracts. If your insurance plan benefits do not cover a service or procedure, you will be held personally responsible for payment of these charges. To find out what your insurance plan benefit covers and what your financial obligation may be, call the customer service or member services department of your insurance company (the phone numbers are on your insurance card). Your employer's human resources department may also be a source of information and assistance.

**ACKNOWLEDGMENT OF THE RECEIPT OF
Baylor Scott & White Family Medicine-Keller
PRACTICE POLICIES**

Baylor Scott & White Family Medicine-Keller has provided you a copy of the practice's policies. By signing this form, you acknowledge that you have received a copy of the policy.

Patient Name

Signature of Patient or Guardian

Date