



We strive for your experience at The Meno Clinic to be an excellent one. In order to achieve that goal, we want you to be fully informed of our policies. In order to make the best use of your time with the doctor we encourage you to write down any questions, concerns, and other discussion points for your visit and to complete the questionnaires in the Patient Portal at least 24 hours prior to your appointment.

### **Payments & Fees**

We require payment on the day of service. We accept Visa, MasterCard, Amex and personal checks. A fee will be issued in the event of insufficient funds.

### **New Patient Appointment**

60 minutes: \$595.00

### **Followup Appointments**

30 minutes: \$295

### **Phone Appointment**

30 minutes: \$255.00

15 min: \$125.00

### **Phone/Email Consults**

If you need immediate response or medical attention, email is not the right communication tool. We suggest that you schedule an office visit or phone appointment with our physician or go to the Emergency Room.

*\*Email correspondence is not appropriate for urgent medical needs and it is not intended for medical advice or diagnosis\**

- E-mail or "Portal" communication that requires more than 5 minutes of attention from your physician or medical staff will be subject to a fee of \$125 for every 15 minutes.
- If requests/questions require medical decisions the email will be sent back to patient with a request of an office or phone visit with the Doctor.
- All emails will be responded to within 48hrs.

### **Cancellation Fee**

We require a 48 hour notice if you need to cancel office visits or phone visits. If no notice is given there will be a \$ 100.00 cancellation fee.

### **Primary Care**

All patients are required to have a primary care physician for their routine medical and medication needs. Dr Mark Menolascino and The Meno Clinic is a consultation service only and does not provide primary care service or emergency service.

At any time an urgent health issue arises, seek an urgent care clinic or Emergency Room care.

### **Medical Records**

Your privacy is of utmost importance and protected by law.

Your medical records are subject to HIPAA policies. We need direct written consent in order to release records regarding your care with us to anyone other than directly to you and have forms available in your patient portal and in the office for your convenience.

Discussion of your treatment with others requires your written permission even if it is a family member or spouse.

## Administration Fees

At times, we are asked to fill out forms for work, insurance companies, or other physicians, etc. In order to comply with these requests in a timely manner, we charge a minimum of \$50 case analysis fee. That fee can vary depending on the size of the chart for records or documentation to create and fill out.

## Prescriptions

- Any prescription refill request should be done directly to your pharmacy.
- Please allow 72 hours for processing.
- Any new prescription(s) will require an office visit with no exceptions.
- Please make sure you schedule your routine appointments ahead of time to avoid a delay in getting your prescription renewed.
- You are responsible to be in charge of your prescription's schedule. Address refills at least a week before you need them. We do not prescribe controlled substances.

## Insurance

We are an insurance free practice and a low volume office, offering our patients comprehensive care, expecting payment at time of service. Though we are not on any insurance plans and are considered out-of-network, we will provide the necessary information including a medically coded receipt for you to submit to your insurance company. After payment is made to our office, the bills can be submitted to your insurance company and will be reimbursed to you dependent upon each individual insurance plan. If desired please check with your insurance company prior to your visit. We are not Medicare providers. However we are able to order any tests needed for Medicare patients and these will be covered as usual under Medicare guidelines.

## Billing

For all billing questions, please email or call for questions:

Phone: 307.732.1039

Fax 307.732.1041

clinic@menoclinic.com

## FAQ's

*What happens after I pay for my visit? How do I get reimbursed?*

We are an insurance free practice and we are not contracted with Medicare. After payment is made at the time of service to our office, you will receive a statement listing all services properly coded by the physician that may be submitted to insurance plans directly by you to the address typically found on your insurance card. You will be reimbursed dependent upon your individual insurance plan. You may choose to contact your insurance company prior to your visit for information on your coverage as well as options to use a "wellness benefit" that may provide some reimbursement. You have a contract with your insurance company; we do not. You will be provided with documentation at time of service; submit a copy and keep the original. Additionally, we are not providers for any HMO insurance or Medicare. Medicare patients are also required to pay up front and per medical regulations may not be eligible for reimbursements even from secondary coverage. However, some services ordered by your physician normally covered by Medicare MAY or MAY NOT provide reimbursement or payment for MRI, CT scans, X rays, certain lab tests.