



ARTHRITIS & RHEUMATOLOGY OF GA

2022 Policy Reminders

This is only a portion of each policy. For full copies, please ask the front desk.

FINANCIAL

_____ We are pleased to bill your primary and secondary health care insurance on your behalf. We now collect payment for services rendered at check in based on your co-payment, deductible and any out-of-pocket responsibilities as outlined in your individual plan. While we make every effort to verify your information, it is not always exact until payment is received from your insurance company. You are ultimately responsible for any remaining balances.

PRESCRIPTION REFILLS

_____ We do not respond to fax prescription refill requests.

Your provider provides you with enough medication to last until your next follow up appointment. Refill requests are accepted through the Patient Portal or by calling our main line at 404-255-5956 and pressing the corresponding number to reach your care team. Requests received after 3pm may be handled the next business day.

We do not refill prescriptions for patients who cancel/no show appointments, have past due balances or who have not been seen in the last 12-months. Some prescriptions require recent labs to fulfill the request.

PRIOR AUTHORIZATIONS

_____ Please keep in mind prior authorizations can take several days to several weeks depending on your insurance requirements. We do not provide prior authorization services for all prescriptions written from this office. You may be referred to utilize GoodRx to receive a discounted rate.

LAB RESULTS

_____ As a patient you are expected to complete bloodwork for continuation of care. Our Providers review and sign off on every lab drawn and received. We do NOT call patients unless their results are significantly out of range, if it affects your plan of care or requires medication changes. This is your provider's policy.

_____ Normal results are discussed at next visit and are available through the portal.

LATE/NO SHOW

_____ Established patients are expected to arrive 15 minutes prior to their appointment to allow appropriate time to check in. We offer a grace period of 15 minutes, after that it is up to your provider if they want to reschedule or "work you in".

If you no show or cancel within 48 hours of your appointment, a \$50 charge may be applied to your account. We reserve the right to discharge patients who chronically arrive late, cancel last minute or no show three times within a 12-month period.

TELEPHONE CALLS

_____ Our office receives a high number of calls. Our staff does its best to respond in a timely manner, and returns calls in the order in which they are received. Do not make repeated calls or leave multiple messages as this only delays our ability to respond. Leave a brief message including your name, date of birth and telephone number.

For a copy of our complete policies, please speak with the front desk.