

# SynergyMed

4600 Kietzke Ln, Building K-221, Reno, NV 89502; office: 775.825.2524, fax: 775.624.9416

## Office Policies

Please initial each and sign at the bottom that you understand and agree to the policies below.

### Fees

- New Patient Visit - \$300
- Medical Management Visit for established patients - \$150+
- Procedures (eg. Prolozone injections) - \$150+
- Medical Management visit (established patients) + procedure - \$300+
- Phone Consultations - New Patients \$300, Established \$150+
- Letters and/or paperwork - We charge \$50 per 15 minutes for any paperwork that needs to be filled out by us, including, but not limited to, insurance forms as well as printing out of records
- IV Therapies - \$200+
- No show/late cancellation - There is a \$150 late cancellation/no-show fee when a patient cancels less than 24 hours before their appointment or does not show for an appointment. This fee can be avoided with a 24-hour notice of cancellation. Monday appointments need to be cancelled before 5pm Thursday.

### Billing/Insurance

We bill insurance companies that we are contracted with. (List of contracted insurances available upon request). However, we do not bill the patient. Please be prepared to pay for all copays and/or services at the time they are rendered. If you leave the clinic without paying, there will be a \$25 charge and 5% service fee for each month the balance goes unpaid. We accept cash, check, money order, Visa, or Master Card. There is a \$25 fee on all returned checks.

For non-contracted insurances, if you would like your insurance company to reimburse you, you must pursue reimbursement yourself. A detailed invoice of your visit can be requested if you choose this option. Otherwise, we will give you a general invoice at the time of your visit. Any insurance reimbursement will go directly to you. Be sure that you read your policy very carefully, and are familiar with your terms. Most insurance companies will cover office visits (as an out-of-network provider). *However, Supplements, IV Therapies, Specialized Tests, and Homeopathic Medications are not usually covered. We do not indulge insurance company's demands like Prior Authorizations, Letters of Necessity, or Appeals on Claims Denied, etc., unless we are contracted with them.*

### Prescription Refills

With few exceptions, the doctor allows a certain number of refills before a follow up visit is required. Once refills are gone, a follow up will be required and labwork done to verify how you are doing and to test levels. We refill prescriptions Mon-Thurs 1-5pm and Fri 9am-12pm. Due to the high volume of calls and requests, **please allow 3-5 business days for us to call the pharmacy or send a refill order**, so please plan accordingly. **We do not refill prescriptions on the weekends.**

### Medicare

Our office does accept Medicare Insurance, however, Medicare may not cover Homeopathic or Alternative medicine.

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Print Name

Sign Name

Date