

# Smell and Taste Center - AllergyCorp Group

## *Office Policies*

We look forward to your visit to the Smell and Taste Clinic. In order that our staff and physicians can provide you with prompt service, we ask that you do the following:

Please bring your medical insurance card(s) with you. We must make a copy of the card(s) for our records. Many medical insurance plans place limitations on which physicians or medical facilities their enrollees may use and still be covered. We encourage you to contact your primary care physician or your insurance company to familiarize yourself with the benefits of your medical insurance plan. Failure to obtain a referral could result in non-coverage by your insurance company; therefore, you could be held responsible for any charges resulting from this visit. If you belong to a managed care program, you must get referral(s) from your primary care physician.

The initial visit includes a history and physical examination. Battery of tests is usually required and usually include olfactory (smell), gustatory (taste), salivary flow and other laboratory testing. Depending on the outcome, you may be advised that further evaluations is indicated, such as nasopharyngoscopy, nerve blocks or radiological examination (CT and/or MRI) of the head and sinuses, and allergy testing. If any of these tests have been done within the past year, or you have undergone a CT or MRI of the head or neck, please bring the reports with you, as the tests may not have to be repeated. Other tests may be required, and would be at an additional charge.

The costs of the initial visit vary from patient to patient, depending upon the specific problem and the procedures or tests involved. For more information regarding the cost of services, contact our office and ask for the patient coordinator.

Full payment is expected before the time of service, unless you have Medicare or a commercial insurance that is contracted and in network with our practice. As a courtesy to all patients, we will assist you in billing your insurance for your office visits, provided you submit a current copy of your insurance card. We ask that you pre-pay up to the outstanding deductible and any applicable copay and/or coinsurance. Any services not covered or denied by your insurance company will be your responsibility. If you are a member of an HMO, EPO, or POS in which the Smell and Taste Clinic participates, you must also bring a copy of your primary care physician referral. If you are not sure of the type of plan that you have, please contact the customer service of your insurance plan to determine whether you will need a referral to the Smell and Taste Clinic in order to receive benefits.

If you are unable to attend your scheduled appointment, please notify the office at least 48 hours in advance. Failure to do so will result in cancellation fee of \$75 for new patient appointments and \$35 for established patient appointments.