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Welcome to our office! This letter outlines our standard policies and procedures.

General

Office Hours. Our office hours are 8:00 a.m. – 4:30 p.m. Monday through Thursday and 8:00 a.m. – 12:00 p.m. on Friday. In general, office hours are by appointment only, however emergencies can be worked in as time permits. If you are unable to keep an appointment, please be kind enough to cancel at least 24 hours in advance.

After Hours/Weekends. Our telephones are forwarded to an answering service so the doctor can be reached after hours and on weekends to handle any problems or emergencies that may arise. We ask that you limit calls for prescription refills to the office hours listed above.

Facilities. We provide services at P&S Surgical Hospital and Monroe Surgical Center for inpatient and outpatient hospital care.

Financial

Office Visits. Payment is required at the time services are rendered for all office visits. **WE ARE NOT A NETWORK PROVIDER FOR ANY INSURANCE COMPANY.** We accept VISA, MasterCard, cash or a personal check. Please check your method of payment.

CASH _____ PERSONAL CHECK _____ VISA _____ MASTERCARD _____

Hospital Care/Surgery. As a courtesy, we will file your insurance forms for elective surgery or emergency room visits. Please note that most procedures are elective and NOT covered by insurance. For elective surgical procedures covered by insurance, we require that you pay the deductible plus 30% of our bill before the operation. We look to you for full payment of your account balance regardless of your insurance coverage, but we will try to work with you individually should unforeseen circumstances arise. Your account will be considered delinquent if it is not paid in full within 60 days.

Pre certifications. It is the patient's responsibility to contact their insurance company if they require pre certification before being admitted to the hospital or before any out-patient or in-patient surgery. Failure to contact your insurance company may result in your benefits being reduced to 50% or less. We will be happy to assist you in this process should the need arise.

Cosmetic Surgery. All cosmetic surgery procedures must be prepaid in full at least one week prior to your surgery date. The surgeon's fee includes pre and post-operative photographs, all in-hospital care and three post-operative visits.

Medical Claims. As a non-participating practice in Medicare Services Part B, we are unable to accept Medicare. We cannot file Medicare claims for services on your behalf. Additionally, you may not file any Medicare claims or receive reimbursement from Medicare since our office is a non-participating practice.

Liability Claims. If you are involved in a liability claim, payment to the doctor must not be withheld or delayed. We do not ordinarily wait for settlement by the insurance companies involved. If you are filing under Workmen's Compensation, please have the proper authorization from your employer. If your employer does not pay, you will be responsible for any services rendered.

We look forward to having you as a patient. If you have any questions about any of the policies or procedures of our office, or if we can be of service to you in any other way, please do not hesitate to let us know.

SIGNATURE

DATE