



## PRACTICE POLICY

*Welcome to CJ Medical Center! Your time is valuable, and we feel that your being aware of the information found below will help your interactions with our office to be as efficient as possible.*

Please bring your insurance card and a current photo I.D. to every visit. **Due to federal regulations, all patients will be required to present a photo I.D. at the time of the visit or upon online check-in.**

**PAYMENTS AND INSURANCE.** *Payment for services is expected at the time of service, as our co-pays and deductibles.* It is your responsibility to provide **CJ Medical Center, LLC** with all required information regarding your health insurance coverage. It is important that you promptly notify us if there are any changes to your insurance information. If you have an ongoing obligation to cooperate with insurance requirements so that your claim is paid. We will be glad to submit your claims following your date of service for payment. After billing your insurance company twice, the responsibility of the claim will be transferred to the patient. You may be responsible for paying certain amounts (co-payments, deductibles, and fees for non-covered services), which are due prior to the time of service.

If you do not have current health insurance coverage, the entire payment for any services performed shall be paid at the time of service. If we do not participate with your health insurance carrier, or if the services provided are not covered under your particular health insurance plan, then you are responsible for paying for all services at the time of service.

**COLLECTION OF OUTSTANDING BALANCE.** All outstanding balances shall be due within 30 days. You must pay all outstanding balances prior to your appointment. Balances that remain outstanding for a period of 90 days or more may be referred to a collection agency or attorney's office, at which time, you may be responsible for the additional costs of collecting the balance owed.

**BILLING.** If you have questions regarding your account balance, please call or message (702) 551-4608 for assistance. Also, you can e-mail your inquiry to [cjmcenter.adm@cj-mcenter.com](mailto:cjmcenter.adm@cj-mcenter.com)

**EMERGENCY SITUATIONS / PHONE CALLS.** *Always call 911 in the event of an emergency.*

Phone calls will be returned during the course of the day as the schedule allows and it may take some time before a return call can be made. **CJ Medical Center operates** with many ways to reach out; always e-mail, secure messages, and scheduling appointments will be the most efficient way. Calls/messages after hours will be returned the following day.

**APPOINTMENTS.** Upon scheduling an appointment, you will receive an automated text message or e-mail notifying you of the appointment time. A reminder system is in place to text, call, or e-mail you with an appointment reminder. Please confirm your appointment through this system. **IT IS YOUR RESPONSIBILITY TO MANAGE YOUR APPOINTMENTS. A NO SHOW fee of \$25.00 will be assessed against any missed appointments.** If you need to change your appointment, call/text, or email as soon as possible to reschedule/cancel. (702) 551-4608. [cjmcenter.adm@cj-mcenter.com](mailto:cjmcenter.adm@cj-mcenter.com)

**PRESCRIPTIONS.** Please request prescription refills directly from your pharmacy. Plan a 48-hour turn-around time for routine refills, and please call the pharmacy to see if the medication is ready. **Plan in advance and contact CJ Medical Center prior to your medications running out. Never allow yourself to be out of medications; please take care of it.**

**TEST RESULTS.** Laboratory results could be discussed over the telephone if the provider approves (**Telemedicine**). The provider will ask you to schedule a follow-up visit as needed and will contact you with any **abnormal/critical** labs that require an immediate change in treatment. It is important that you remain available by telephone for important calls relating to your health.

**REFERRALS.** Managed care referrals require a visit (regardless of the method of visit) with your provider first. Please allow at least two business days to process referrals. Please note that referrals are restricted to the requirements of your insurance. **CJ Medical Center, LLC** will issue a referral within your insurance network. If you are not happy with the location or the specialist, please consult your provider directory from your insurance company and provide us with the name or location that you prefer.

**MEDICAL RECORDS.** Please allow 7-10 business days to complete written requests for medical records. You will be required to sign an authorization to release records and CJ Medical Center will charge a fee for the copy.

**Pursuant to NRS 629.051, patient's health care records may be destroyed five years after receipt or production ([https://nevada.public.law/statutes/nrs\\_629.051](https://nevada.public.law/statutes/nrs_629.051))**

**FORMS.** If you have a disability, DMV, FMLA, or work/physical forms that need completion, you need to schedule an appointment to ensure that these forms are completed accurately and completely. Please be advised that there may be a charge for form completion.

**MORE INFORMATION.** Our website [www.cj-mcenter.com](http://www.cj-mcenter.com) provides more information and links. We can communicate with you via e-mail communication through the secure Portal. Please if any questions or concerns contact us at your convenience.