



MEDICAID & NC HEALTHCHOICE POLICY

We are happy to accept and file your Medicaid or NC Health Choice at this office. In order to do so, we require that you present your current member identification card and pay your copayment (if applicable) at the time of your visit.

A 24-hour advance notice is required for any cancellation of appointments. Therefore, if you fail to keep an appointment without providing the required notice, we will no longer be able to schedule future appointments.

Unfortunately, we have had a high number of appointments broken without proper notice. This results in our inability to offer the appointment time to other patients in need of treatment.

The following requirements have been implemented in order to help eliminate broken appointments and better treat motivated patients in a more timely manner:

1. We require that you arrive on time for your appointment. If you arrive more than 10 minutes late without providing prior notice, your appointment will be cancelled, and you will be dismissed from the practice.
2. We will attempt to notify you the day before your appointment to confirm your attendance. If a message is left via phone, text or email and we do NOT receive a call back, we will assume that you know and understand your appointment time. The reminders are provided as a courtesy, and we do attempt to notify everyone. However, the appointment scheduled by you is your ultimate responsibility.

By signing below, I acknowledge that I have read, understand and agree to the above policy.

Signature

Date