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## Complete Family Care

### Office and Financial Policy

**Insurance:** As a courtesy to our patients, the office bills insurance companies for the services provided at each visit. Please inform our staff when you check-in if you have had any changes in insurance or have received a new insurance card. Please also understand that Complete Family Care is not affiliated with the contract between you and your insurance company. We are not able to alter, change or disregard the terms of your policy. Should your insurance company deny or not fully cover services, as expected, you will receive a bill from our office.

**Co-pays, Deductibles and Coinsurances:** All copays, deductibles and coinsurances for services covered and not covered by your insurance policy are due at the time service is rendered. Your copay cannot be waived, as it is a requirement placed on you, by your insurance company. If you fail to pay your copay on the date of service, your account may be subject to a \$20.00 billing fee - in addition to your copay. Our billing fee is not covered by insurance and would become your personal responsibility. For those without insurance, payment is due in full at the time services are provided. If you are unable to pay your account balance in full, you must make prior arrangements with our Office Manager, not your provider.

**Payments:** Our office accepts cash, personal checks, and all major credit/debit cards. A non-reversible \$35.00 return check fee will be added to your account if any check is returned. The \$35.00 charge and the original balance will be in addition to any other charges from your financial institution. Should a check be returned, we ask that all future payments be made in cash or by credit/debit card. Balances related to services 120 days or older are subject to collection agency activities. We ask that all balances are paid, before future services are provided. In addition to collection activity -- a non-reversible \$50.00 fee will be added 1 week after our office has attempted to contact you by phone.

**Missed/No-Shows Appointments:** Our office utilizes an automated call system to remind our patients of their appointments. Should you be unavailable at the time the call is placed - a message will be left on your voicemail (if available) with the details of your appointment. Our providers see many patients each day and would like an opportunity to see another patient who may be sick; should you not be able to keep your appointment. Should you miss a scheduled blood draw appointment; any related follow-up will be cancelled by the office. Should you miss an appointment for any reason with your provider, the office reserves the right to apply a fee of \$40.00 for test result, follow-up, illness related and same-day appointments. In addition, a fee of \$75.00 will be applied to physical exams, biopsy/mole removal appointments, pre-operative/pre-surgery appointments and any other extended appointment. If you have not been receiving calls from our office - please ask a staff member to change your phone number to a number that you may be reached at during normal daytime hours.

**Scheduling Appointments:** The office kindly asks that you provide as much information about the nature of your appointment – the appropriate amount of time will then be scheduled with your provider. Not providing such information is the reason that wait room times are long, please be kind to the patient whom has the appointment following yours.

**Our Providers:** Just like our patients, your providers have families and commitments outside the workplace - this may present changes with scheduled appointments. The office attempts to give patients the greatest amount of notice when the providers' schedule changes. During business hours, our providers are with patients and will not be interrupted for personal phone consultations or personal questions - seeing as this is not fair to patients in the office. You may be asked to leave a message in your provider's voicemail and should await a callback. The provider voicemails are monitored throughout the day and all calls are relayed to providers and must await a response before a callback can be placed.

**Prescriptions:** All prescriptions will be routed to the nurses' voicemail or you may request that your pharmacy electronically request a refill. Every prescription must be approved by a provider and in some cases an appointment is required prior to refills being issued. For this reason, we ask that you allow providers a 72-hour notice for ongoing prescriptions. Narcotics and antibiotics will not be phoned in for a patient who has not been examined by a provider. Ongoing controlled substance prescriptions are issued for no more than a 30 day supply and in most cases must be picked up in person.

**Lab/Advanced Testing Results:** For any blood samples collected, please allow 1 full week for results to become available. Our office receives advanced imaging results in the form of a report – no imagery is kept onsite; should you ever need the images – contact the facility that performed the testing. Our office has elected to no longer mail any sensitive material by USPS to patient's homes, this is in an effort to maintain the privacy of our patients and their healthcare information.

**I have read the Complete Family Care Office and Financial Policy in full, and I understand and agree to this policy.**

Print Patient Name \_\_\_\_\_ Date \_\_\_\_\_

Patient or Legal Guardian Signature \_\_\_\_\_