

Community ENT & Allergy

OFFICE POLICIES

Thank you for choosing Community ENT & Allergy. We are committed to excellence and innovation in meeting your health care needs.

Please bring your complete health insurance information with you on your first visit. This includes picture identification, all insurance cards, primary care referral form (if required by your insurance carrier), any x-rays, scans, or pertinent lab work you have had for this condition and any medical records (history of present illness) from your referring physician. Any patient arriving at the office without their referral (if required) will be rescheduled for another day and time.

Please also bring with you the patient registration and authorization form and medical history form.

Our primary office, 4950 Norton Healthcare Blvd. Suite 209, Louisville, Ky is open Monday through Friday from 8:00am to 5:00pm with the exception of holidays. By necessity all visits must be by appointment only. Any emergency takes priority. We strive to make your visit timely, efficient, and productive. Our ability to treat patients efficiently relies on our patients informing us as soon as possible if they cannot keep their scheduled appointment. A 24 hour prior notice is greatly appreciated. Please provide a daytime and evening telephone number when making your appointment.

Patient's arriving more than 15 minutes after their appointment time may be required to reschedule their appointment to another day and time.

Patient's that are minors (under the age of 18) must be accompanied by their parent or legal guardian. A written authorization is required from the parent or legal guardian in order for your child to be seen or treated.

Please note that we have three locations and our physicians rotate between these offices and every attempt will be made to schedule your appointment at the office of your choice.

Insurance Plans

Community ENT & Allergy participates with most insurance companies, Medicare, Medicaid, and Passport. Prior to your office visit please check with your employer or insurance company to make sure that Community ENT & Allergy, PLLC. is a participating provider. Some plans require referral from your primary physician. We will try to assist our patients in any way, but, it is your responsibility to obtain any referral from your PCP (primary care physician) prior to your visit.

You will need to be prepared to pay your insurance deductible and your patient co-payment amount on the day of your visit.

If your health plan determines a service to be “not covered” or you have “no insurance coverage”, you will be responsible for the complete office charge. We require a minimum payment of \$150.00 at the time of service for all uninsured patients. We will bill you for any balance due for services rendered by our physicians.

If you have any questions concerning your benefits please contact your employer or your insurance company. Any procedures not covered by your insurance will require payment in full prior to your care. For your convenience our office accepts cash, debit card, check, MasterCard, Discover, and Visa.

Should you have any questions please contact our office between the hours of 8:00am and 5:00pm. Our staff may only speak with the patient or the person designated in writing by the patient to receive the bills on behalf of the patient.

New Passport Health Plan Patients

Your primary care doctor must make the initial appointment for all new patients that have Passport Health Plan so that the appropriate referral requirements may be met to satisfy your insurance. You must contact your primary care doctor listed on your Passport Insurance Card to make the necessary arrangements for an appointment.

Minor Patients

For all services rendered to minor patients, the adult accompanying the patient is responsible for payment.

Phone Calls

During regular office hours your calls will be answered by our receptionist. Any calls of a non-emergency nature will be returned as soon as possible. Please call between the hours of 8:00am and 5:00pm for appointments or questions for your physician. Should you have an urgent need to reach one of the physicians after hours our answering service will forward your message to the physician on call. If you have a true emergency please either call “911” or go to the nearest emergency room for immediate treatment.

Refill Policy

Prescriptions may be refilled during business hours Monday through Friday only. Refills are handled by fax only and must be requested through your pharmacy. The pharmacy will send our office the fax and it will be reviewed for authorization by your physician. We will respond to all refill requests within 24 hours Monday through Friday. We may refuse to refill medications if we have not seen you in six months or if you have missed several appointments.

Medical Record Policy

We will require a \$25.00 payment in advance for the completion of all disability and FMLA forms. You may pay by check, credit, or debit card.