

NEBRASKA INTERNAL MEDICINE, P.C.

Adult Primary Care

770 North Cotner Blvd, Suite 220

Lincoln, NE 68505

Phone Number: 402-441-3400

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We appreciate your selection of this clinic to serve your health care needs. We strive to provide you with quality care. The following policies were developed for our patients to have a better understanding of how our clinic functions.

Office Hours:

Monday through Friday: 7:30 AM - 4:30 PM

Appointments:

Please schedule routine and continuing care appointments well in advance. Appointments for complete physical examinations are handled differently and require more time. If you need to reschedule or cancel an appointment, please do so as far in advance as possible. When scheduling your appointment please briefly describe your problem to the staff so they may schedule you efficiently.

When lab work or x-rays are required, you may be asked to arrive early for an appointment or have the test done several days prior to the appointment. This will allow lab or x-ray to be available at the time of the appointment. If this creates a hardship, please notify our staff.

After Hours:

On a rotating basis a physician in our practice will be available for any emergency services which you would require. Our regular office phone number (402-441-3400), and after office hours our answering service (402-473-2710) will notify the physician and he or she will return your call. In the case of an urgent emergency you should seek treatment through a hospital emergency room. In most cases the emergency room, upon your request, will notify our physician who is providing coverage for our patients.

Work-in Appointments:

These are available Monday through Friday for those patients requesting to see a physician for an immediate need. Each physician is allocated work-in appointments for each day. These appointments are for all physicians so at this time you may see a different physician. There is a limited allotment of appointments and the receptionist can make these as early as 8:00 AM.

Refill of Medication:

If you require a refill of a medication by the same pharmacy, simply contact the pharmacy and they will notify our clinic with the necessary information. Please give the pharmacy 24-hour notice so the medication can be processed by our clinic and the pharmacy in a timely manner. The physician is on call after hours for medical emergencies, please do not use this time for refilling of medications.

Please bring all of your medications to all appointments

This is requested of all of our patients. We will verify all of your medications in your chart for continuity of patient care.

Hospitalized Patients:

A Hospitalist specializing in inpatient care provides services to our patients requiring hospital admission. These physicians are not employed by our clinic.

Advanced Directives – Living Wills

We, as healthcare providers, want to inform you of your right to institute advance directives. There are two ways to make a formal advance directive. You can complete either a “**Living Will**” or a “**Power of Attorney for Health Care**” document. A living will is a type of advance directive that tells the physician or other healthcare providers the kinds of life-sustaining procedures the patient does or does not want.

Power of Attorney for Health Care Documents

This document is a form in which the patient appoints another person (a “health care agent”) to make health care decisions in his/her stead.

Patient Portal

Active patients may use our portal for the following activities:

- Request appointments
- Request refills of prescriptions
- Update demographic and insurance information
- Send secure messages

Payment of Services

We participate *with Medicare*. We also participate in some Medicare Advantage Plans. Please ask our staff what our current plans are and if we are accepting new enrollments.

We participate with the following managed care contracts:

- **BCBS of Nebraska**
- **Midlands Choice plans including Cigna**
- **Aetna PPO Health Plans**
- **United Healthcare of the Midlands, Inc.**

We do request all **co-payments** and deductibles be paid at the time of service.

We file most health insurance plans electronically. If we are unable to file electronically we will paper file your primary insurance for you.

For our patients who have other commercial insurance coverage, we do request payment at the time of service. If this is not possible, a statement of your account will be sent.

Payment of your account is expected within 25 days of receipt of your statement. In the event timely payment cannot be made, special and specific arrangements may be made with our office manager. We will be most understanding and willing to accommodate unusual circumstances. Our requirements for payment of your account and for maintaining your account in good standing are as follows:

1. All charges are due and payable within 25 days of receipt of the statement.
2. If payment cannot be made when due, you may contact our office manager to setup an extended payment plan.
3. After 60 days, if no payments have been received and if extended payment arrangements have not been made, necessary collection proceedings will begin.
4. It is important you notify us of any changes of address promptly since undelivered statements are turned over for collection action.
5. You are directly responsible to the clinic for payment of your account regardless the status of your insurance claim.

If your services provided for the day needs to be filed with a carrier other than your health plan (workers comp and auto insurance), please notify our receptionist.

If you have questions relating to a statement or insurance please call our office 402-441-3400 and automated prompts will connect you with the appropriate billing staff.

Hopefully the information we have provided you will answer most questions, which you may have regarding our clinic. It is our goal to provide you with quality health care. Please feel free to contact our clinic directory about any concerns you may have regarding our clinic.