

Diplomate American Board of Neurological Surgery
Physician and Surgeon

Welcome to the office of Dr. Maurice Collada, Jr. We ask that you take a moment to read through the following information and become familiar with some of our office practices and policies.

GENERAL INFORMATION: Our office is open Monday through Wednesday from 7:30 a.m. to 5:30 PM, Thursday from 8:00 a.m. to 5:30 p.m., and occasional Fridays from 8:00 a.m. to 12:30 p.m., with our lunch hour from 12:00 PM to 1:00 p.m. on Mondays to Thursdays. Our phones are answered by our answering service after regular office hours. Dr. Collada performs surgery 2-3 days per week and is away from the office at this time. Office staff is available, however, to assist you. Should you have an emergency, please report to the Emergency Room.

PRESCRIPTION REFILLS/REFER TO OTHER DOCTOR OFFICE: For prescription refills, **please contact your pharmacy.** They will contact us, if necessary, to refill the prescription. **Please allow 48 business hours for refill.** If you have questions or concerns regarding your prescriptions, please contact us. In the occurrence that a referral or other studies are needed from another physician **please allow 7 business days for completion.**

HIPAA COMPLIANCE: Upon registration you will receive information regarding the Health Information Portability and Accountability Act. If you do not receive this information, please notify the front desk. Our HIPAA officer is Linda. If you have any comments, concerns, or questions regarding your protected health information, please notify Linda.

RED FLAG RULE: It is the policy of Dr. Maurice Collada Jr. to follow all federal and state laws and reporting requirements regarding identity theft. A "Red Flag" as defined by this policy includes pattern, practice, or specific account or record activity that indicates possible identity theft.

MEDICAL RECORDS : Medical records are available, upon request, per HIPAA guidelines. Copying fees are \$10 for the first page and \$0.50 per page thereafter and will need to **pre-paid.** If you are transferring care, we will be happy to provide your records to the respective physician at no charge to you. Please allow us **7-10 days** to fulfill your request.

Fees for **reports, questionnaires, narratives and forms such as: return to work, FMLA, and disability** are to be pre-paid. **There is a \$10.00 per page fee for completion of forms such as: return to work, FMLA, disability, etc.** This must be paid prior to completion. Worker's Compensation documentation will continue to be completed, as necessary, to facilitate reimbursement without charge to the patient. Other special forms, however, will be billed to the patient if the requesting party does not resolve the account. Please allow us **7-10 days** to fulfill your request.

ONLINE SURVEY Please submit an online rating for your visit at our office at www.healthgrades.com. Click on FIND YOUR DOCTOR NOW. Input name: Maurice Collada, Input specialty: Neurosurgeon, Input Location: 97302. Click on FIND DOCTOR. Click on Rate, and click on the stars to rate your experience. Thank you!

FINANCIAL POLICY

Thank you for choosing Dr. Maurice Collada Jr. as your healthcare provider. We are committed to your treatment being successful. To that end, we have established a financial policy to avoid misunderstandings. We ask that you take the time to carefully read & and sign this agreement **prior** to any treatment. ***Refusal to sign or changes made to this form may preclude treatment in this office.***

- All patients must complete the "Patient Information" form **before** seeing the doctor.

- **All accounts are due and payable at the time of your visit.** The adult accompanying a minor is the responsible party for payment of our services. Unless satisfactory arrangements have been made with our office manager prior to treatment. We offer a 20% discount for accounts paid in full on the day of service if payment is made by cash, check, or visa/mastercard.
- **INSURANCE:** Dr. Collada is a provider for most major insurers. Your insurance may require authorization from your primary doctor prior to seeing a specialist. You must get the insurance authorization prior to your appointment with us to receive maximum benefits. We accept assignment from Medicare. Insurance is gladly billed as a courtesy to our patients, when you have provided us with the current information required. Even though you may have an insurance claim pending, you will receive a monthly statement for the outstanding balance on your account. We cannot accept responsibility for collecting an insurance claim after 90 days, or for negotiating a disputed claim. Insurance reimbursement is a contract between you, your employer and the insurance carrier. If there is no insurance coverage or the patient has no insurance **payment is required at time of appointment, unless other arrangements have been made through our bookkeeper PRIOR to your appointment. You will be responsible for 100% of our usual fee unless we have a contractual agreement with your insurance carrier stating otherwise. You are ultimately responsible for payment of your account.**
- There is a \$30.00 returned check fee.
- **BUDGET PLANS:** Budget plans are available on a case-by-case basis. The **minimum** budget plan per month shall be no less than **\$20 a month. Any balance remaining after a one year period shall accrue a \$5 finance fee.**
- **REFERRALS/AUTHORIZATIONS:** Our office will make every attempt to obtain a referral from your primary care physician should your insurance require one. However, we do not verify benefits with each insurance company therefore, we may not be aware of your insurance company's specific requirements. *It is ultimately your responsibility to assure your visit at this office will be covered by your insurance carrier.*
- **MEDICAID MANAGED CARE PLANS/DMAP:** If you are a patient covered by the Oregon Health Plan please make sure you receive our information sheet regarding required referrals and authorization. Managed Care plans through DMAP require specific authorization prior to your appointment.
- **We do accept MVA/auto insurance on a case by case basis however and do not accept attorney "Letter of Protection." WORKER'S COMP:** We only see patients with **"open and accepted claims"**.
- **SURGERY FINANCIAL ARRANGEMENT:** Many of the patients referred to Dr. Collada require surgical treatment. If surgery is indicated, we will pre certify your surgery with your insurance carrier. We will also verify your insurance benefits and get deductible and out-of-pocket status. From this information we can estimate the patient portion of Dr. Collada's fees. ***The patient portion of the surgical fee is collected prior to the surgery*** (unless prior arrangements are made with our office manager.)
- **POST OPERATIVE APPOINTMENTS:** Most surgical cases have what is called a "global period" in which office visits related to the surgical site are included in the payment for the surgical case and therefore the patient would have no co-pay/co-insurance due. However the patient would be expected to pay the co-pay/co-insurance due in cases when the office visit(s) address a site or concern relating to conditions other than the surgical site, more extensive procedures are needed, and or critical care services are needed.
- **MISSED APPOINTMENTS:** If you cannot be present at your scheduled appointment, please notify us **24 hours prior to your appointment.** If you fail to meet this request, you will be charged a fee of \$50.00. We will not reschedule patients after 2 missed appointments. **The missed appointment fee must be paid in full prior to any future scheduled appointment(s).** Our time must be used as efficiently as possible to keep our expenses at a minimum and our fees within reasonable limits.

PLEASE KEEP FOR YOUR RECORDS

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