



## Welcome to The Jane Pauley Community Health Center

We are pleased to have the opportunity to provide you and your family with integrated health care for adults and children of all ages all in one convenient location. Providing exceptional care to all of our patients and their families.

### **Office Hours:**

Our hours of operation are Monday through Friday from 8:00am until 5:00pm. If you would like to schedule an appointment with our office for pediatrics, family medicine, behavioral health, or dental care, for the same day, or at a later date, please call 317.355.3770.

### **Your Appointment:**

Please arrive to your appointment at least 20 minutes prior to your scheduled time. You will need to bring your insurance card and photo ID with you for each appointment. This allows us to provide timely service in verifying your demographic information and making any needed updates to your information. If this is your first appointment, please bring a listing of your current medications as well as any health information you may have that could be helpful to your provider.

**Cell Phones:** The JPCHC Providers and Staff respectfully request that all cell phones are set to silent during your office visit.

### **Urgent Medical Needs Outside of Normal Business Hours:**

If you or a family member have an urgent need outside of normal business hours, you may call the TeamHealth line to page the provider on call at 317.355.3770. Please note that narcotic refill requests will not be addressed by providers on call.

### **Refill Requests:**

It is important that our providers follow refill requests closely in order to monitor your chronic and acute illnesses. This is an important part of helping us with the management of your medical condition(s). If you notice that you are running low on your routine medications, please call our office at least 72 hours in advance to ensure there is no lapse in obtaining your refill in a timely manner.



### **Billing and Payment Information:**

Our courteous staff will ask to confirm your demographic information upon arrival to each appointment. We realize this seems like an inconvenience at times; however, this prevents future errors and helps us to stay on top of providing you and your family more accurate service for processing your medical claims. Please have your insurance cards and photo identification available when you arrive. It is also very important to communicate any changes in address (home or email) or phone number to the office, in order to ensure accuracy in our ability to contact you.

For your convenience, our office accepts Master Card, Visa, Discover, American Express, Checks, Money Orders, and Cash. Since we are held to contractual requirements with your insurance, please be prepared to have your co-pay ready at the time you check-in for your office visit.

If you do not have insurance, please be assured that we can help. We have an Outreach Specialist onsite that can assist with providing further education about your individual financial needs.

### **Collection of Past Due Balances:**

Please be aware that all of our Jane Pauley Community Health Center practice sites are connected via electronic medical record keeping. There may be times where you have a balance with another provider or entity that may appear in a past due status. Our office will ask for payment at the time of check-in. If you need assistance with making payment arrangements on your balance, please contact the Jane Pauley Community Health Center billing department at 317.355.9338.

### **Medicaid & Medicare:**

Please be advised that if you have **Medicare**, some services may not be covered. In the event that you require services that may not be covered by your insurance, you may be advised to sign an Advanced Beneficiary Notice stating that you have been advised that some or part of your services may not be covered by your insurance plan.

At this time we participate in MHS, MDWise, Excel, Anthem and Traditional **Medicaid** Insurance plans. It is the patient's responsibility to ensure that your provider is listed as your current Primary Care Physician (PCP), and that you are in the correct Network for Jane Pauley Community Health Center in order to seek treatment in our facility. Our office staff verifies all Medicaid information prior to your appointment and may request that any assignments that are outside of our network or your primary care provider be changed immediately. Failure to comply with this request could result in rescheduling of appointments to another time until the change has been made. So please help us in contacting your networks as soon as possible with any changes that you have been made aware of.



**No Show & Chronic Cancelled Appointments:**

We recognize that everyone's time is valuable and things come up that require us to make last minute changes. However to assist in having open slots available to better serve our patients, we ask that our office be notified of any changes to appointments at least 24 hours in advance. Should this become a chronic problem, the patient and/or family may be dismissed from the practice. Please be courteous to others' by providing advance notice when changes are required.

**Appointment Reminders:**

Our office utilizes an automated service as well as a personal call back from our Patient Service Representatives (PSRs) that will notify you 24 hours in advance of any upcoming appointments. If changes need to be made to your appointment, please notify us immediately so that we may better assist you.

**MyChart:**

Please be advised that our offices offer online access to your medical record through MyChart. You will be asked if you would like to sign up for MyChart by your clinical team member during your visit. Access to this valuable tool will enable you to see previous and current medications, view lab results, as well as enable communication electronically to and from your care team. Ask for more information today.

**Miscellaneous Forms:**

Please be advised that our office requires a minimum of 5 business days to process FMLA, Short-Term Disability, and/or miscellaneous forms.