

Welcome to Lancaster Endocrinology!

We are pleased that you have chosen our practice for your medical needs. Our goal is to provide you with the best medical care possible in an efficient, thorough and cost-effective manner. While we are in network with many insurance companies, it is your responsibility to contact your specific plan to make certain we are in network with them. It is also your responsibility to know the amount of your co-payment, coinsurance, and deductible. Before you are seen by the physician, it is your responsibility to make sure we have valid authorization on file if your plan requires one for office visits and procedures prior to being seen.

Since we do file with many insurance companies, it will be necessary for us to obtain a copy of your insurance card and collect any co-payment required by your insurance company on the day of service. If you do not have your card, it will be necessary for us to collect payment in full at the time of service. We also ask that you bring your insurance card to each visit to insure we have the correct information on file. We accept cash, checks, VISA, Mastercard, and Discover.

When you come to see your doctor for your regular visits, please be aware of the following information. We are asking for your help in managing your health care.

- Make sure that you have enough refills on your medicines to last until your next scheduled visit. If not, talk with your doctor at the time of your visit. **We do not accept any refill requests from pharmacies, diabetic and pump suppliers.** If the pharmacy/supplier has a specific form that needs to be filled out ask them to mail it to you to bring to your appointment. We don't accept these forms by fax.
- Bring all your medicines and any mail order prescription request with you to your doctor visit. Any refills for medication that you take on a continuing basis will require an office visit. Any telephone refill will be a two (2) week supply only. Because of the high volume of requests, we regret that we cannot notify you when your prescription has been called to the pharmacy. Please allow two (2) business days for the handling of the prescriptions requests. **There will be at \$10.00 fee for most refills not requested at the time of appointment.**
- Any insurance changes that require new prescriptions or authorizations for existing prescriptions will require an office visit.
- These visits will need to be handled Monday through Friday. Please *do not wait* until you run out of your medicines to schedule your visit.
- Please be aware of your insurance prescription requirements. Have your **formulary – a list of preferred medicines that your insurance carrier will cover** – with you at the time of your visit. This will help our physicians to prescribe medicines that are covered by your plan.
- We do not fill out diabetic shoe forms outside of appointments!

As a reminder, our doctors do not call in new prescriptions/refills for pain medicines or other narcotics (i.e. – cough syrup, etc.) after regular office hours or on weekends.

Thank you, for your time and your help in this matter. If you have any questions or concerns please feel free to contact our office at (803) 329-3899. We look forward to seeing you and caring for your medical needs.

Sincerely,

Lancaster Endocrinology