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Payment Policies & Office Procedures

Thank you for choosing New Pueblo Medicine and welcome to our practice! This summary of our patient payment and office policies is designed to help avoid possible misunderstandings. Our intent is to inform you of procedures, options and fees associated with your treatment. If you have questions, please call and speak to one of our billing specialists at (844) 638-4825.

Our Payment Policy

Payment for services provided is due at the time of your office visit. All patients, including those covered under insurance plans we participate with, are required to make their co-payments at the time of service. We accept payment by cash, check, debit card or Visa, MasterCard, Discover, and American Express credit cards. Payments can also be made through our Patient Portal.

Please make certain – in advance – that the services you receive are covered by your insurance plan. Each insurance company has multiple plans, and New Pueblo Medicine has no way of knowing your particular coverage. If you are uncertain about covered services, check your plan or speak to your plan's member services representative before your appointment. If your services are not covered, you will be expected to pay for them in full. **You are responsible for all balances not paid by your insurance.**

Insurance Billing

New Pueblo Medicine will bill your insurance plan for you. However, if we do not receive payment within 60 days, you will be expected to pay your balance and recover that payment from your insurance.

- **Self-Paying Patients:** Pay for services at the time of your office visit.
- **Private or Commercial Insurance:** If you provide a current insurance ID card, we will bill your primary insurance at no charge to you. However, you are expected to cover any co-pays at the time of service.
- **HMO Plans:** We collect your co-payment at the time of service if we are a contracted in-network provider. If New Pueblo Medicine is not a contracted provider for your HMO, you will be responsible for payment of all charges for provided services.
- **Medicare:** As a participating Medicare provider, we bill Medicare for all provided services. You are responsible for the payment of your coinsurance, deductibles and for the payment of any non-covered charges.
- **Motor Vehicle Accident Claim:** We are happy to provide a statement of expenses so you can seek reimbursement – or file a claim against your own health insurance. You are responsible for payment of all charges for services provided.
- **Worker's Compensation:** If you provide full billing information, no payment is necessary at the time of your visit.

Unpaid Accounts

If your balance has not been paid after 90 days, your account will be referred to an outside collection agency.

Notify Us of Changes in Insurance

You are responsible for notifying us about any changes in your insurance coverage or your personal information (change of address, employment status).

Appointments

To schedule an appointment, please call the office at 290-0300, Monday through Friday, between 8:00 am and noon or from 1:00 pm to 4:45 pm. You may also choose to request an appointment through our secure Patient Portal, once you've registered.

Your appointment is your reservation for our complete attention and care. Please honor this commitment by making it your top priority. As a courtesy, our office provides a telephone reminder service 48 hours before your scheduled appointment. In the event you are unable to keep your appointment or are going to be late, please call the office as soon as possible. This courtesy allows us to provide considerate and timely service to all of our patients.

If you cancel less than 24 hours in advance or are a no-show for your appointment, you will be charged \$25, or the amount of your insurance co-payment. [If you belong to a managed care plan, you will be charged your office visit co-payment, which may be more or less than \$25.]

Medical Emergencies

In a true emergency, call 911 or go immediately to the nearest emergency room.

Urgent Care

If you have an urgent problem, please call our office at (520) 290-0300. During business hours, a member of our medical team will talk with you to determine if you need to see one of our physicians or our nurse practitioner that day or the next. (We try to have immediate appointments available for urgent care each day.) After hours, you will be put in touch with our on-call physician or nurse practitioner for assistance.

Referrals

Please allow three to five working days to coordinate referrals to other providers.

Refills & Prescriptions

Please allow three working days for the coordination of refills and prescriptions with your pharmacy. Always contact your pharmacist first when filling or refilling a prescription. The pharmacy will contact us for authorization, if necessary.

Your Privacy

Your medical records are strictly private. No information will be given to your employer, friends or relatives without your written permission, except as required by law, as in cases involving industrial injuries or assault, for example.