



## Terms and Conditions

### **Provider Consult Minimum Fee**

All appointments with a PRM provider will incur a fee at the regularly scheduled rate (currently \$150 minimum fee). If you are scheduled for a procedure, this consult fee is included in the cost of your procedure and will not be added to your balance. However, in the event that you are scheduled for a procedure and the procedure does not take place for any reason, the \$150 minimum charge will be collected for the provider's time at the conclusion of your appointment.

### **Appointment Cancellation Policy**

Patients who do not provide at least 24 hours of notice prior to canceling or rescheduling an appointment will incur a \$50 cancellation fee, collected at their next appointment.

### **Late Policy**

Patients who arrive more than 15 minutes late to an appointment usually need to be rescheduled to respect the patients with scheduled appointments later in the day. PRM staff will determine whether an appointment needs to be rescheduled due to late arrival, and if so, the patient will incur a \$50 cancellation fee.

### **Inactive Status and Re-Establishing Treatment for Inactive Patients**

If a patient chooses to cancel their care with PRM, expressed either by cancellation of membership or by choosing not to schedule a future appointment, the patient is classified as inactive. PRM is unable to provide medical advice, order labs, or prescribe medication for inactive patients. After 12 months of inactivity, if a patient chooses to begin treatment with PRM, the inactive patient will need to schedule a new patient consultation to re-establish care.

### **Labwork Financial Responsibility Policy**

PRM does not bill insurance carriers, but instead has an exclusive arrangement with Quest Laboratory to directly pay for all PRM labs at a significant reduction in cost. Do not provide your insurance information to Quest for any PRM lab services, as this will result in a higher bill sent directly to you as the patient, even if you have insurance coverage. PRM is not financially responsible for any lab bills that are billed to a patient after submission to patient's insurance.

## **Prescription Fees**

Established PRM patients who are receiving hormone pellet therapy may request testosterone prescriptions in order to optimize hormones in between scheduled pellet insertion appointments. PRM providers may prescribe these approved medications at their medical discretion, upon patient request. The fee for each prescription is a one time charge of \$95, which is equivalent to the monthly fee of our Non-Pellet HRT Membership. Note that providing these additional controlled substance prescriptions typically not only require provider time, but additional staff time working with pharmacies.

## **Communication with Providers**

Due to the size of our practice, PRM providers have limited time to answer patient questions outside of scheduled appointment times. Patient questions can be directed to our front office staff via our office phone or by sending a secure message through our OnPatient Portal to “PRM Front Office Staff.” If your question must be answered directly by a provider, our staff will schedule a courtesy 15-minute phone consultation with a provider up to once per quarter of each calendar year. If a patient’s questions require more time than this allowance, the patient may schedule a longer consultation with their provider (in clinic or phone consult), billed according to the published fee schedule based on consult length.