

# HIGH RIDGE FAMILY PRACTICE, LLC

## Office Policies & Practice Fees for Non-Covered Services

The cost of providing medical care continues to increase. Despite this High Ridge Family Practice continues to bring its patients the most advanced Primary Medical Care. In order to continue to provide our enhanced level of technology and internet accessibility we offer our patients WebView which is a requirement for all the patients of High Ridge Family Practice. The Annual fee is \$ 25 per Patient or \$ 50 per family (4 patients).

Additional Optional Services listed (but not all inclusive) are available but are Non-Covered Services by Medicare and Insurance Companies. These charges will be the sole responsibility of the patients. Medicare and Insurance Companies will *NOT* cover the cost for these fees. Patients are responsible for their payment in full. We seek to continue to provide the highest quality medical care that our patients deserve. Voluntary additional monetary contributions toward Administrative Costs and Malpractice Costs, helps us defray these enormous and ever increasing uncontrolled expenses.

Thank you for your understanding and cooperation.

As of January 1, 2011

SERVICES	FEES
<b>Non-Covered Services</b>	
1. WebView (Internet Access to your personal medical record)	\$ 25.00 per patient; \$ 50.00 per family of 4
2. Venipuncture prior to Date of Office Visit	\$ 10.00 per venipuncture if not able to be done at Quest Diagnostic Labs and HRFP has to do this venipuncture instead
3. Forms Completion	
A. School & Camp Forms	\$ 5.00 per form
B. Long Forms/No Narratives required (to maximum 4 pages, forms longer than 4 pages will be billed at \$25/hr)	\$ 5.00 each additional page to 4 pages; forms longer than 4 pages will be billed at an hourly cost of \$ 25.00/hr
4. Copy Labs, to be mailed to patient on routine basis following Office visits. Patients are always welcome to have copy of labs provided in the office at time of office visit at no charge & have regular access to labs and medical records as is appropriate and consistent with office hours	\$ 10.00 per patient annual charge (no charge for E-mail reporting)
5. Copy Medical Records	\$ 0.65/page + \$ postage expense
6. E-mail Medical Evaluation or Consult (Not to be used for Emergency Medical Problems or Urgent Medical Problems). Done via E-mail or Instant Medical History (IMH)	If instructed to have office visit within 48 hours there will be no charge. Done via E-mail or Instant Medical History (IMH)
A. Simple medical problem (that might not require an office visit)	\$ 20.00 per E-mail Contact
B. Moderately complex problem (that might not require an office visit)	\$ 30.00 per E-mail Contact
C. Medication refills, changes	\$ 10.00 per E-mail Contact
D. Questions regarding results of tests, procedures, consultations & Medical Advice	\$ 20.00 per E-mail Contact
7. Call ins / Fax in for prescription (1-10 at one time)	\$ 8.00 for each (1-10) prescriptions
8. Missed Appointments without notification of office (within 24 hours of time of office visit) (for Routine Office Visit)	\$ 20.00 for each missed appointment or Double Copay (whichever is less)

*Office Policies & Practice Fees for Non-Covered Services* (continued)

As of January 1, 2011

<b>Services</b>	<b>Fees</b>
9. Missed Appointments for Physical Exams or Comprehensive Medical Evaluations without notification of office (within 24 hours of time of office visit)	\$ 50.00 for each missed Physical Examination or Comprehensive Medical Evaluation appointment
10. Insurance Summary Form for Medical Information: Attending Physician's Statements (Medical Records Requests)	\$ 300.00 for chart review and summary form completion
11. Physicians Medical Statement for Medical, Life, Disability or other Health Insurance	\$ 250.00/hour for chart review and Narrative Summary completion
12. Extra Fee for Copay not paid at time of service	\$ 5.00 for each Copay not paid at time of service
13. Web Enabled Patient Access to their Personal Medical Chart (Personal PIN #, view chart only)	\$ 25.00 Annually (Will be included in the Annual Technology Access Fee); \$ 50.00 per Family of four
14. Annual Administrative Cost / Expense (Voluntary Contribution)	\$ 10.00 per patient suggested contribution annually
15. Medical Malpractice Premium Cost / Expense (Voluntary Contribution)	\$ 5.00 per patient per office visit suggested



**“The Highest Quality Medical Care is Expensive, Keep your Doctors In Practice by Helping them Keep Up with ever increasing costs of providing that care to you”**

**Inside Story Headline: Discussion of Fees**

The cost of providing medical care has continued to dramatically climb over the past 7-10 years. During this time the reimbursement by corrections in insurance company reimbursement have not kept pace and have in some cases decreased. In 1999 the State of CT eliminated funding the Dually Eligible Medicare-Medicaid Patient. Medicare reduced fees to physicians by 5.4% in 2001, reduced fee reimbursement again in 2002 by 4.2%, a 1.6% increase for 2003, a 4.6% decrease in 2004, a 4.4% decrease in 2006 (a net loss of 17% over those past 6 years). Medicare is planning even further cuts of nearly 20-35% over the next 5 years. The costs of doing business and taxes have increased. During this time Medical Malpractice premiums alone have risen over 500%, with an increase in 2006-2007 of 10% , with no claims against us, all while we attempt to the best of our ability to provide our patients the best and most careful medical care. In order for High Ridge Family Practice to continue to bring to you the most advanced and high technology enhanced medical care, we continue to seek ways to offset these expenses. Over the past 20+ years, since 8/1988 High Ridge Family Practice has worked hard to provide you the best of medical care. We thank you for your continued support.

**Inside Story Headline: What are Non-covered Services**

Non-covered services are those services that take the time and expertise of your physician but are not reimbursed by Medicare, Medicaid or other insurance arrangements. Non-covered services can also be services provided by your primary medical care office Health Care staff that takes time from their direct and active contact with patients in the office.

Medicare, Medicaid and Insurance companies do not cover the services listed in this office policy letter. Other examples of non-covered services are Preventive Health Care Physical Exams performed on Medicare patients. Medicare patients are responsible for the entire cost of a physical exam and any incidental testing and procedures that are indicated. Another example of a non-covered service is the cosmetic removal of skin lesions and skin tags. This is not reimbursed by Medicare, Medicaid or most Insurance companies. The patient is then responsible for payment in full for that procedure.

Without these fees we would be forced into dropping Medicare and some if not all Insurance Companies and we would be forced into becoming a Retainer / Concierge / Boutique Medical Practice charging all who see us a set Annual Membership Fee ! We hope to avoid this with your cooperation and understanding !

## Inside Story Headline: Administrative Cost

The Administrative Cost Voluntary Contribution can help High Ridge Family Practice cover the expenses of: HIPAA compliance required High Ridge Family Practice to purchase and install a completely new Computer system from all hardware and software as well as internet connections and the continued expense of ongoing support and upgrades.

This computer system now permits High Ridge Family Practice Physicians and their patients to be able to access your medical records from offsite, anywhere there is an internet connection.

This computer system allows the Physicians at High Ridge Family Practice to communicate with our patients by E-mail regarding Labs, Medical Information and possibly other improved forms of communication in the future.

This computer system allows for HIPAA compliance, privacy standards to be met and maintained.

This computer system allows for your medical records to be complete, legible and organized which will contribute to future continued quality medical care. Through WebView you can also have internet access to your personal medical record.

Cost of maintaining medical records.

Cost of running office laboratory for patient convenience. Cost of Laboratory Licensing, Inspections, Quality & Proficiency Testing Programs, computer Interfaces for Laboratory results directly into patient charts.

Cost of maintaining inventory of medication samples, immunizations and patient education supplies.

## Inside Story Headline: Medical Malpractice Costs

The medical malpractice Professional Liability Insurance crisis threatens nearly all practices in the State of CT. Over the past few years many practices have failed and closed their doors or physicians have retired. In order to prevent potentially harmful effects on High Ridge Family Practice from these huge increases in malpractice insurance we are calling on our patients to share the cost of the malpractice insurance by making contributions toward the malpractice costs at each office visit. These voluntary contributions estimates are basically calculated by dividing the approximate costs of malpractice insurance for High Ridge Family Practice for the coming year by the number of patient visits the previous year. At present this is approximately \$ 85,000 / year divided by 14,500 patient visits or \$ 5.86 malpractice premium cost per office visit per patient. Voluntary contributions to offset these costs are less than a meal at McDonalds or Wendy's, less than a Starbucks coffee and less than a 1/3 of a cost of a CD.

A voluntary contribution per office visit can help to offset these malpractice costs, they are less than a pack of cigarettes, and our physicians and staff always encourage our smoking patients to stop smoking.

## Inside Story Headline: Goals of High Ridge Family Practice

To continue to strive to provide the highest quality of medical care to our patients in the face of ever increasing costs of providing that care and in the face stagnant and decreasing reimbursements to provide that care.

To continue to try and provide increased access and options for quality Family oriented medical care.

To continue to bring our patients the highest technology for primary care. We at High Ridge Family Practice strive to be ahead of the connected technology curve.

**We thank you for your time, patience and understanding.**

**We will continue to try and communicate to you any future changes in a continued timely manner.**



**“The strength of High Ridge Family Practice lies in the *cooperation* between the Physician, Staff and their patients”**



Your understanding is appreciated and your sharing the costs and expenses of providing your care, allows our practice to grow and continue to provide your comprehensive health care.  
Thank you.

OFFICE POLICIES & PRACTICE FEES FOR NON-COVERED  
SERVICES

**Why the Annual \$ 25 per Patient / \$ 50 per Family Technology Access Fee / WebView Access?**

High Ridge Family Practice is one of 20% of medical practices nationally to offer Electronic Medical Records

High Ridge Family Practice is one of 2% of medical practices in the State of Connecticut to offer Advanced Technology Integrated Electronic Medical Records

High Ridge Family Practice is one of less than 400 medical practices Nationwide to be participating Voluntarily in a National Practice Performance Assessment and Improvement Program (High Ridge Family Practice has actually participated in no less than 3 over the past 10 years) and is in the TOP 10-25% of that group on over 80 measured standards of care since 2003.

High Ridge Family Practice seeks to bring its patients the most consistent, efficient and highest level of quality Primary Medical Care

Integrated Electronic Medical Records provides our patients at High Ridge Family Practice with Improved Medical Records Documentation; Improved Access to Health Records; Improved Access to Patient Information; Improved Access to Communications; Legible Medical Records; Prescriptions and Medication Lists

Technology is expensive, Reimbursement from Medicare and Insurance Companies is poor and getting worse, while all other costs of providing medical care from Malpractice Insurance, Taxes, Office Supplies, Staff Salaries, Gas Costs are continuing to rapidly rise

Your physicians at High Ridge Family Practice have access to your accurate and complete medical records all the time from anywhere there is an internet connection

High Ridge Family Practice has created access for its patients through [Instant Medical History](#) to create the ability for OnLine Home Visits, Improved Personalized Documentation of your reasons for your medical visit, improved efficiency and timeliness of office visits. Instant Medical History can be reached via our Web Site at [www.HighRidgeFamilyPractice.com](http://www.HighRidgeFamilyPractice.com) or [www.HRFP.net](http://www.HRFP.net) and the password for use on [Instant Medical History](#) is: [imhathrfp](#)

High Ridge Family Practice now is able to offer its patients secure [WebView](#) access to their own personal, password protected medical records. Less than 1% of the medical practices nationwide offer this service.

E-mail Addresses of Physicians at High Ridge Family Practice:

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That is what is covered by the Annual \$ 25 per Patient / \$ 50 per Family Technology Access Fee ! None if this is covered services by Medicare any Insurance Plans. These fees are solely the responsibility of the patient and are a requirement for patients of HRFP. These services are far outside the ordinary and the care and quality at High Ridge Family Practice is extraordinary !

**WE'RE ON THE WEB: [WWW.HRFP.NET](http://WWW.HRFP.NET)  
[WWW.HIGHRIDGEFAMILYPRACTICE.COM](http://WWW.HIGHRIDGEFAMILYPRACTICE.COM)**