

# DERMATOLOGY ASSOCIATES

OF BRYN MAWR MEDICAL SPECIALIST ASSOCIATION

Dear New Patient,

We would like to take this opportunity to welcome you as a patient and to thank you for choosing our dermatology practice. Our practice encompasses general adult, pediatric, surgical and cosmetic dermatology. We also offer aesthetic services and a complete psoriasis treatment center. We have two convenient locations:

- ✚ 825 Old Lancaster Rd., Suite 450, Bryn Mawr, PA 19010 (Located in the Bryn Mawr Medical Arts Pavilion across from Bryn Mawr Hospital's Warden Lobby)
- ✚ 6 Lancaster Ave., Lower Level, Wynnewood, PA 19096 (Located beside Palmer Apartments on the corner of Lancaster Avenue and City Line Avenue)

Enclosed, please find our new patient paperwork. Please bring this completed paperwork to our office for your first visit. We also require that you bring the following items:

- ✚ Insurance Card
- ✚ Photo ID
- ✚ Referral from your primary care physician (if needed)
- ✚ List of your current medications, including anything you're using over-the-counter

Our office accepts most major insurance plans. If you have any questions regarding your coverage or benefits, please call the Member Services phone number on the back of your insurance card. If a referral is required, it is your responsibility to request one from your primary care physician. If a referral is required and not obtained at the time of visit, we will not be able to see you and your appointment will have to be rescheduled.

Your appointment is scheduled for \_\_\_\_\_

at \_\_\_\_:\_\_\_\_ AM/PM with \_\_\_\_\_, M.D./PA-C. in

our Wynnewood /Bryn Mawr office.

We look forward to participating in your health care needs. If you have any additional questions, please feel free to contact our office at 610-642-1090.

Sincerely,  
Dermatology Associates

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### *Missed Appointment Policy*

In an effort to be available for urgent appointments we ask that you notify us at least 24 hours prior to your appointment when rescheduling or cancelling. This will allow us time to fill the appointment slot with an urgent appointment if needed. Providing less than 24 hours' notice when cancelling your appointment will be considered a "missed appointment".

We understand that unexpected events occur leading to a missed appointment, however, in the event of chronically missing appointments a fee will be applied to your account. Two consecutively missed scheduled appointments or three missed appointments during a calendar year will incur a \$50 charge.

### *Prior Authorization/Medication Precertification Policy*

Over the last decade, we have seen the cost of prescription medications used in dermatology increase dramatically. Insurance companies often set up formularies or "preferred" medications to help address these rising costs. Whenever medically possible, we make every effort to find equivalent medications so that patients are not forced to pay high prices at the pharmacy. Furthermore, many local independent pharmacies may have lower prices and should be considered as an option.

In the event that there is no alternative and the optimal medication is not listed as "preferred" by your insurance company, we will submit the necessary prior authorization forms to get the prescription covered. In the event of a denial, we will not make repeated attempts with the same information because the likelihood of a subsequent authorization being approved is low. Unfortunately, we will not submit prior authorizations for products that are used commonly for cosmetic purposes (ex. Hydroquinone, Tretinoin over the age of 25) since they are routinely not covered. It may be helpful to routinely get an updated list of covered medications from your insurance company since the formularies periodically change.

### *Medication Refill Policy*

If you are requesting a medication refill and haven't been seen in our office within the last year, your request may be denied. You will be asked to make an appointment before any refills are provided. Refills for topical medications (lotion, cream or ointment) will be refilled at the provider's discretion. All requests for oral medications will be denied.

We believe it is important to re-evaluate a patient's skin condition annually to ensure they are receiving optimal care as skin conditions can change (even slightly) indicating a different plan of care. Furthermore, it is medical standard of care to see patients at least once a year for prescriptions.

By signing below I have read and understand the above policies.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Account# \_\_\_\_\_