

DERMATOLOGY ASSOCIATES

of Bryn Mawr Medical Specialists Association

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 can occur leading to a missed appointment; however, in the event of chronically missed appointments a fee will be applied to your account. Two consecutive 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 (i.e. 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 reevaluate a patient's skin condition annually to ensure he/she is 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: _____