

Office Policies



Please review these policies in their entirety. These policies may be posted to the patient portal for your records if requested. You will only be asked to consent to this office policy initially and if they change.

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Appointments & Messaging

1. Patients will receive an automated phone call and/or text message reminding them of their scheduled visits between seven (7) and three (3) days prior to the appointment. Additional messaging related to the appointment may be sent up to the day of the scheduled visit. You may opt out of receiving messages at any time by notifying the office in writing. Scheduled visits will also be visible on the patient portal.
2. Patients will receive a phone call and/or a message via their patient portal (our preferred way of communication) with all abnormal labs, imaging, and procedures. You may opt out of receiving messages at any time by notifying the office. All normal results and non-urgent abnormal results will be discussed at the next visit or at the physicians' discretion.
3. Maryland Endocrine PA employs the use of electronic check-in for all appointments. This is facilitated through kiosks, and links provided within appointment reminder messages. Additionally, co-payment may be made ahead of time through either the Healow phone app or the patient portal.
4. Maryland Endocrine only services patients in the states of Maryland, Virginia, Delaware, West Virginia, and Pennsylvania. If you, the patient, participate in a video visitation, you must be in one of the states listed for treatment. If you are not present in one of those states, the visit will be terminated immediately, and you will be responsible for the cost of the appointment.

5. Cancellation/Missed visit policy: Our specialty practice is in high demand. Please note that if you miss your new patient visit, you will not be rescheduled. For follow-up appointments without giving at least twenty-four (24) hours of notice, you will be charged a fee with the on-file credit card or issued a statement for the fee defined in writing. These fees are not covered by your health insurance policy. The listed fee for this policy is subject to change. Two (2) or more no-shows or same day cancellations may result in discharge from our practice, for which notice shall be sent by certified mail. Same day cancellation or no-show fees shall not apply to scheduled visits with trainers or staff not in the employ of Maryland Endocrine PA, such as insulin pump trainers. This appointment is scheduled as “outside trainer.”
 - a. Same day cancellations are defined as notifying the practice by calling, or sending a message on the patient portal that you will be unable to attend your scheduled appointment on the day your appointment is scheduled. Beyond extenuating circumstances such as emergent illness for which you were treated, preventing you from attending your appointment, this fee shall not be waived.
 - b. No-shows are defined as missing a scheduled appointment coinciding with a failure to notify the practice of an inability to attend a scheduled appointment. In addition to the extenuating circumstances outlined in subsection a., this provision applies accordingly, and the fee will not be waived.
6. We ask that you be ten (10) minutes early for your appointment to complete any documentation or information updates. Updating your information online before your visit can expedite the check-in process, and pre-check-in is available through your appointment notice sent by e-mail or text, unless you have opted out of such communications.
7. If your insurance company requires referrals, it is your responsibility to provide this referral for your visit and make certain that it is valid every time you make an appointment. It is your responsibility to make certain we have the referral. If you do not have a valid referral for your visit and your insurance company denies it, you will be responsible for the full cost of the visit. If you arrive without the proper referral, you will be asked to reschedule your appointment and/or be responsible for the payment of the visit if you are seen.
8. Laboratory and radiology requested by the physician on the previous visit should be done at least five (5) days prior to your appointment to assure your physician has access to the results to review with you during your visit. If results are not received prior to the visit, results may not be discussed until the next follow-up at the physician's discretion, unless they are of an urgent nature.
9. The practice may use AI assisted scribing during your scheduled visit. If your physician opts to use this scribing technology, you will be notified at your visit and asked for additional consents regarding the AI scribe.

10. Maryland Endocrine PA offers the use of an online patient portal for the purposes of open communication with the practice. These communications may be subject to claims filed with your insurance company depending on the interaction. Maryland Endocrine PA offers access to the patient portal and your health record via the portal free of charge. Maryland Endocrine encourages all patients to enroll for the patient portal by providing an e-mail to the practice. You may revoke access to the portal at any time. You may allow access to a proxy account, allowing another individual to access your health record and communicate on your behalf.
11. Animals are not permitted in the office, outside of certified service animals. We request that service animals clearly display a service vest or other identification. You may be asked if the service animal is required because of a disability. You may also be asked what task the service animal will be performing. Service animals must always remain under the control of the handler or patient. If the service animal is in training or behaves inappropriately at any time, you will be asked to remove the animal from the office. Failure to remove the animal if requested will result in a cancellation of any appointment for the day the animal is present. Permission for emotional support animals is subject to the practice's discretion; such requests must be submitted in advance of the scheduled appointment. Any of the above which applies to a service animal would apply to an emotional support animal if approved for being present in the office at the time of an appointment.
12. Weapons of any kind are not permitted in the office. This includes but is not limited to knives exceeding FAA standard length, blades, bludgeons, firearms, conductive energy devices, and pepper spray.

Billing & Fees

1. Please bring your insurance card and photo ID to each visit. It is the office policy to update your chart with a copy of your insurance card and photo ID.
2. Maryland Endocrine PA accepts most commercial insurance plans, as well as Medicare and Medicare Advantage plans. The practice does not accept Medicaid as primary insurance. If you have non-par insurance, refer to item eleven (11) and eleven A (11a). If you have a specific question regarding your insurance coverage, please contact the number on your card. The accepted insurances mentioned above is not a guarantee of payment, and any unpaid claims will be billed to you, the patient.
3. Maryland Endocrine PA accepts Visa, Mastercard, American Express, and Discover. Payments may be made through the patient portal, over the phone, or in the office. Maryland Endocrine PA reserves the right to apply a surcharge for credit card payments. If making a payment by phone, please ensure you are speaking with a Maryland Endocrine PA staff member.
4. Copayment will be collected at time of service, prior to seeing the physician, with no exception. This is part of our contract with the insurance company, and a part of your insurance policy. Please be sure to bring a form of payment. If you do not, you must reschedule your appointment.

5. It is our policy to collect the office visit fee at the time of service if you have a deductible amount remaining, with no exception. You may be requested to leave your card on file to cover your insurance deductible. You may be requested to leave your card on file in the event of a payment processing outage.
6. After your visit, we will submit a claim to your insurance company. Once we have received payment and explanation of benefits, any remaining balance, up to the allowed amount, will be your responsibility. A statement will be sent to you via text, email, and/or mail, giving you the option to pay at that time. The full amount must be paid within thirty (30) days unless you have contacted our office and made a payment plan arrangement. If no payment arrangements have been made within ninety (90) days of the original statement, the balance may be sent to a collection agency.
 - a. Further visits will not be conducted without receipt of payment on past statements which were issued in excess of thirty (30) days.
 - b. Accounts in collection status will not be scheduled unless a payment or plan for payment is made. Collection status is defined as unpaid statements aged more than ninety (90) days. The practice offers payment plans to ease the cost of healthcare and is made accessible to all patients provided an e-mail is given.
7. We may request a credit card on file; this policy authorizes Maryland Endocrine PA to charge the credit card on file for any patient-responsible balances for services received after insurance processing. You will continue to receive an explanation of benefits (EOB) from your insurance carrier.
 - a. Card on file is available for your entire account, or for only one scheduled visit. You may specify when providing a card on file.
8. Physician phone calls are telehealth visits, and online patient portal messages requiring physician input are portal visits. Both visits are billable services. If these services are not covered by your insurance, you will be responsible for any balance of services received after insurance.
9. Maryland Endocrine PA contracts billing services with an outside company. The same care and regulations regarding your information with Maryland Endocrine PA apply to this contracted company. Transmission of insurance claims and storage of billing information is maintained in our electronic medical record software.
10. Refunds may be issued to the credit card that made an erroneous payment, or by check. Maryland Endocrine PA shall not issue refunds for No-Shows, Same Day Cancellations, or administrative fees, unless an internal review finds that the fee was applied in error. Refunds by check may only be issued to your on-file street address or your on-file mailing address. Refunds issued by check shall be considered paid upon mailing through the United States Postal Service.

11. Maryland Endocrine PA may offer the option of self-payment to patients without health insurance. This option will not be made available to patients with health insurance that are not in network with Maryland Endocrine PA. Patients with health insurance out of network for the practice that have not disclosed this information and opted for self-payment will be immediately discharged with cause. If disclosed that insurance is not in network, services shall not be rendered for Medicaid, and patients shall be referred for in network care. All out of network insurance that are not Medicaid see subsection a.
 - a. Patients with out-of-network non-medical insurance may plan for out-of-network benefits with their insurance company. Maryland Endocrine PA may allow patients to make self-payment only if they notify the practice of their current active insurance. Payment would be due at the time of service, and patients would need to apply with their insurance for out-of-network reimbursement, for which Maryland Endocrine PA will not assist in the filing.
12. Recommendation for services is not a guarantee of payment by your insurance company, and all services should be reviewed for individual benefits. Patients may be asked to fill out an advanced beneficiary notice for services offered by Maryland Endocrine PA. Maryland Endocrine PA cannot advise you on how to fill out the advanced beneficiary notice.
13. Maryland Endocrine PA reserves the right to no longer accept an insurance or insurance group. A notice will be sent to all patients affected by the decision. The option to self-pay and apply for out-of-network benefits will remain available to those affected as outlined in subsection eleven A (11a).

Forms, Letters, & Administrative Fees

14. We understand that at times, various forms or letters may be required to assist you with your healthcare needs. The staff and physicians at Maryland Endocrine PA will be happy to assist in completing these forms if regular appointments have been made. Many forms require assessments made by the physician, for which you may be billed as an administrative fee. This fee is not covered by your insurance policy. We recommend planning and scheduling an appointment to both fill out these forms and review any health concerns.
 - a. Any letter or clearance, preoperative or otherwise, requested by your other physicians may be subject to this fee; for which you the patient will be billed, as it is not billable to your insurance company. This fee shall not apply to the transmission of medical records for the purposes of preoperative clearance.
 - b. Forms and/or letters requiring same day service outside of an appointment will be charged an additional fee to expedite. This does not pertain to requests which are filled the same day when otherwise not requested and is only subject to the explicit request that it be completed on the day of the request.

Prescription Refills & Medications

1. For prescription refills, please contact your pharmacy with any requests, and they will electronically request your medications. You can also request a refill via our patient portal. Please plan and submit this request seven (7) days before running out of your medications. If your prescription requires authorization by your insurance plan, this could take up to two (2) weeks to obtain, and we will reach out to you and the pharmacy when and if an approval is received from the pharmacy payor.
2. We do not issue refills on controlled substances without a scheduled visit, nor do we issue refills if a patient has not been seen in the office within the time recommended at your last visit, or for diabetes medications, up to twelve months at the provider's discretion. If the provider is no longer in your insurance network, no refills beyond thirty (30) days will be issued without a scheduled visit.
3. For prescriptions ordered through durable medical equipment, Maryland Endocrine PA may use a third party to provide the information required to complete an order. This is to provide supplies in an expedited manner. This third party will be subject to the same HIPAA regulations as Maryland Endocrine PA and your durable medical equipment company.
4. For prior authorizations on medications as required by your insurance, Maryland Endocrine PA may use a third party for processing and providing documentation support. The use of the third party is to aid in navigating the prior authorization process your insurance may require. This third party will be subject to the same HIPAA regulations as Maryland Endocrine PA.
5. If you are experiencing a medical emergency always dial 911 and do not call your physicians' office. If side effects are not severe enough to warrant an emergency, please notify the office immediately and we will work urgently to resolve any issue.
6. Sample medications if available may be provided at the time of an appointment for prescriptions which your provider believes best suits your needs. Sample medications should be taken as prescribed, and the office should be notified immediately if any side effects occur.

Medical Records

1. Per HIPAA guidelines, copies of medical records must be requested in a method which Maryland Endocrine PA can document the request and act on it. Maryland Endocrine PA must be able to identify that you or a personal representative you have authorized is making the request. The preferred method is in writing via a formal request available on the marylandendocrine.com website. To ensure your privacy, a form for the release of medical information should be completed prior to receiving these materials. All patients can request a copy of their medical records electronically, free of charge. Paper copies of records may be requested at a cost (At time of writing and subject to change) of \$0.58 per page plus postage fees, if any. Maryland

Endocrine puts forth effort to respond to requests in a timely manner; however, requests may be completed within thirty (30) days.

2. You may fill out a consent form with any agency which may request records. However, records will not be sent unless written consent is received by the practice. This is to include requests for transition of care, such as seeing a new physician.
3. Referrals shall be issued to other specialists or new primary care providers after patient consent. These referrals will not include authorization requests for service. For requesting a service is covered, please contact your primary care. As part of a referral, Maryland Endocrine may send your most recent progress note, as well as any laboratory or diagnostic imaging reports necessary for evaluating for consultation.

Additional Policies

1. Our practice does not allow patients to change physicians within the practice. However, consideration will be made upon request and reviewed by our clinical team.
2. We value the safety of our patients and employees. In case of inclement weather, we will post any closures or delays to our website www.MarylandEndocrine.com. Please check and verify that the office is open before coming to your appointment. You will not be charged a no-show or same day cancellation fee due to inclement weather.
3. It is for the patients to understand that Maryland Endocrine PA is not an “Urgent Care” or “Emergent Care” practice. For emergencies, call 911. Requests are typically read and processed within three business days, and you may not be notified if a request is being processed until completion. The practice will attempt to communicate when a request is completed or with further questions.
4. For some general questions a chat bot is available on the www.MarylandEndocrine.com website. Information provided to this bot is securely routed and stored under the same protocols as the Healow patient portal. Some services the bot can provide may not be accessible if you have not provided the practice with an e-mail address.
5. To answer your calls in a timely manner, Maryland Endocrine PA may employ the use of an AI assisted receptionist. This AI receptionist may perform the regular functions of a call center. Information provided to this AI receptionist is managed securely and maintained in our electronic medical records. While this AI receptionist can access information about you for identification within our medical records, it cannot transmit this information externally.
6. Maryland Endocrine PA may offer services such as Remote Patient Monitoring, Injection administration, Liver fibrosis scans, and ultrasounds. These services are subject to termination at any time at Maryland Endocrine PA’s discretion, upon which time patients would be referred

elsewhere for said services. These services may be subject to further agreements verbal or written which would be provided at the first service.

7. The practice may request that you complete a survey following your visit. This is not mandatory, and the responses provided will not affect your treatment. Post visit surveys are for the improvement of practice operations and patient experience.
8. Maryland Endocrine PA prides itself on its staff; it is therefore the policy of the practice that staff be treated with respect. The staff is expected and upheld to treat patients respectfully.
9. Complaints may formally be filed by e-mail on the www.marylandendocrine.com website. Complaints will be reviewed internally and assessed for corrective action. You may not be notified of actions taken regarding complaints depending on the sensitivity or scenario.
10. Maryland Endocrine PA may issue notices regarding changes in policy, physician availability, or general announcements. These notices at the discretion of the practice will be sent to either the patients' portal, mailing address, or posted to the www.marylandendocrine.com website. Maryland Endocrine PA reserves the right to only send the notice by one method if it reasonably assumes the patient will receive the notice.
11. Maryland Endocrine PA may request to take a photo of you, the patient, for ease of identification. It is the policy of Maryland Endocrine PA to have photo identification on file.

Discharge

1. Maryland Endocrine PA may discharge a patient at any time for reasons outlined below, and reasons which may not be outlined, but shall be explained in a formal discharge letter. Discharge letters shall be sent by certified mail. The same discharge notice will be posted to the patient portal if the patient is registered with the portal. The list below is a few but not all reasons a patient may be formally discharged:
 - a. Treatment non-compliance
 - b. No-shows more than two (2) in one year, or otherwise indicated
 - c. Frequent same day cancellations more than two (2) a year, or otherwise indicated
 - d. A formal breakdown between physician and patient
 - e. A non-par insurance
 - f. Patients outside the service area outlined under appointments subsection 4
2. Informal discharge may occur after a patient transitions care to a provider outside of Maryland Endocrine PA or three (3) years after the last visit with a physician. Informally discharged patients will be accepted for future consultations.