



The following office policies were developed to ensure appropriate attention to the needs of patients and to facilitate an efficient flow of office operations. We thank you in advance for your consideration, cooperation and compliance.

Office Hours:

- Monday, Tuesday and Thursday - 9:00 am to 3:30 pm
Wednesday - 9:00 am to Noon, Friday - Closed
- Cancellations: We require 2 business days notice to cancel or reschedule an appointment to avoid a charge at the full rate of the missed office visit. Monday appointments should be cancelled by Wednesday. Missed appointment fees must be paid prior to receiving future services. Please note that insurance companies will not reimburse missed appointment fees.
- Holiday Refills: We are closed on major holidays. Please check your medications and ask your pharmacy to fax a refill request to our office 2 business days prior to the holiday.
- After-Hours Calls: We do not offer after hours call service. We encourage all patients to have a designated primary care provider for non-emergency after-hours services. In case of a medical emergency, call 911 or proceed to the closest emergency room.

Appointments:

Call: 512-540-4182 Email: support@neuroendocrineconsulting.com

New Patients: appointments for new patients will be scheduled after receipt of your completed New Patient Package which can be found on our website on the "Patient Forms" page. We would also be happy to mail the package upon request.

Fee Schedule

Initial consultations with new patients: \$475.

1 hour \$350.00 | 45 minutes \$262.50 | 30 minutes \$175.00 | 15 minutes \$87.50

All other visit fees or extra time will be prorated at \$87.50 per 15-minute increment.

Patient requested medical record copies: \$25.00 for the first 20 pages and \$0.50 per page thereafter, plus postage. The cost of the test kits and supplements that you purchase from our office will be added to your bill at checkout. Patients are also responsible for making payment arrangements directly with laboratory and radiological service providers.

Payments

Payment is required at the time of your visit, and may be made with cash, personal check or credit card (Visa, MasterCard and Discover are accepted). Patients are expected to keep their account paid in full in order to maintain ongoing treatment. Checks cannot be post-dated or held and returned checks will be subject to bank charges.



Insurance Billing

NeuroEndocrine Consulting LLC does not bill or accept 3rd party payments from insurance carriers, Medicare or Medicaid. We provide receipts that patients can submit to their insurance carriers for reimbursement. Typically, only office visits are eligible for coverage. Reimbursement will generally be available if your plan covers out-of-network provider services. HSA accounts can be used for qualifying items and services. Please check with your insurance carrier to confirm your covered benefits.

Nancy Benzel, PA-C has opted out of the Medicare program. No claims for reimbursement may be submitted to Medicare for her services although Medicare will continue to pay for orders for ancillary covered services (i.e. prescriptions, lab tests, diagnostic studies, etc). If you are a Medicare beneficiary (or eligible), Medicare rules require that you execute a “Medicare Private Contract” in order to receive treatment.

Lab Results

Interpretation of lab results is an important part of determining your health status and treatment plan. An office visit is generally necessary to discuss these results and answer your questions. We will contact you if your results require immediate attention. Otherwise, results will be discussed during your next visit or phone consultation.

You are responsible for completing lab orders and other diagnostic tests before your scheduled appointment. The processing time needed by the lab or diagnostic facility varies by the type of test ordered. Please allow at least 3 days for lab work and up to 4 weeks for specialty tests such as hormones, neurotransmitters, iodine levels and diagnostic imaging studies. These timeframes will be explained at the time the tests are ordered.

Prescription Refills

We review your medication and supplement lists during your visits. Please be prepared to tell us how many refills remain on each of your prescriptions so that we can determine refills and dosages while we are together reviewing your chart. If you need a refill prior to your next scheduled appointment, please have your pharmacy FAX the request to our office with 2 business days advance notice.

HIPAA Policy and Patient Confidentiality

NeuroEndocrine Consulting respects the privacy of protected health information and understands the importance of keeping this information confidential and secure. Please carefully review our [“Notice of HIPAA Privacy Practices”](#) that describes how your medical information may be used and disclosed and how you can get access to this information.

For your protection, we cannot release any information without your signed consent. This includes information for another provider, a spouse or family member. All patients 18 or older must sign a consent form if they wish for their health information to be discussed with a parent.

By signing below, I acknowledge that I have read and agree to NEC’s Office and Financial Policies.

Patient (or Legal Guardian) Signature

Date: _____

Patient Name

Legal Guardian Name (if applicable)