

HealthMotivate Care

Office Policies / Patient Information

The purpose of this form is to inform our patients of the policies of HealthMotivate and to give them helpful information that will enhance our ability to better serve each patient.

- For refills, contact your pharmacy and allow 3-4 business days for processing. Additionally, benzodiazepines and chronic narcotics will not be filled after hours or on weekends.
- We require that patients notify our office at least 24 hours in advance of all appointments requiring cancellation or rescheduling. We allow one grace appointment per year, but any subsequent missed or changed visits may result in a \$30.00 fee.
- Co-pays are, as always, due at the time of service. Any co-pay not received at the time of visit will be subject to a \$5.00 service fee.
- HealthMotivate Care requires all of its private paying patients to pay in full at time of visit. We offer a 15% discount for this payment.
- All patients taking chronic narcotics are required to sign a medication agreement contract and will be subject to random urine testing to insure compliance. Additionally, these patients must agree to use only one pharmacy for all refills of their controlled medications.
- We will not be scheduling any appointments for new Worker's Compensation or Labor and Industries claims (L&I) or Idaho Medicaid.
- Patients wishing to be seen post a motor vehicle accident (MVA) must pay in full for this appointment at time of service. We will assist the patient with documenting their claim, but patients will be responsible for reimbursement on their own.