

Guadalupe Valley Women's Health Care Center
Office Policies and Procedures

Appointments:

Patients are seen in the office by appointment only. We value your time and will do our best to run on time. Appointments may be made by telephone. The Physician expects to see you at your scheduled appointment time. Coming in even a few minutes late will cause office flow to be disrupted, so if you are more than ten minutes late you will be asked to reschedule your appointment. Please be prepared to come in a few minutes early so that you will have time to provide insurance information and update office forms. You may also download forms if you are not able to arrive early.

We send annual post cards in the mail to remind you to schedule your Well woman exam. you will also get a call by our automated phone system usually two days prior to your appointment to remind you of any appointments that are scheduled, please wait for entire message and select appropriate prompt to verify appointment. Because it is an automated system and done by a computer there are times you will not get a call for an appointment reminder so always be sure and write down appointment date and time at the time you schedule appointment.

If Dr. Mannel cancels your appointment in less than 24 hours we will do our best to coordinate a visit as soon as possible.

Please come in 30 minutes early for your appointment with your insurance card and driver's license or a photo id. Please be prepared to present your insurance card at each visit. All insurance changes are to be reported by the patient. If you do not have insurance card you will be considered self pay and have to pay at the time of service. Correct insurance information insures that we meet filing deadlines set by your insurance carrier. We will not file a claim for a visit that is considered as self pay at a later date.

We require 24 hours notification if you are unable to keep your scheduled appointment. This courtesy will allow us to accommodate other patients that are needing appointments. We realize emergencies occur so please call as soon as you know you will not be able to make appointment, this will help cut down on excessive no-show appointments. If you no call no show 2 consecutives scheduled appointments you will be charged a fee of 25.00 for third missed appointment.

Insurances:

Insured patients: Please refer to Insurances under Health plans accepted to see what Insurance plans we participate with as we do not accept all Commercial health plans.

Medicaid patients: Please refer to Managed Medicaid section to see which plans we accept as we do not participate with all Medicaid networks.

Deposits and Payments:

Our office does require payment at the time of service unless other arrangements are made prior to your scheduled appointment.

In the event that you are needing to have a surgical procedure done, once your surgery has been scheduled you will get a call from Dr. Mannel or staff once surgery has been scheduled. You will be asked to schedule pre-op visit to sign consents. Once precert department has checked eligibility and benefits on your policy you will be contacted about surgery deposit amount to be paid prior to surgery to Dr. Mannel's office. Surgical deposits must be paid in full prior to surgery especially if your deductible has not been met. If you are not able to pay you will need to contact the billing department to see if payment arrangements can be made.

Statements and Collections:

Electronic statements are sent monthly and payment is due upon receipt. At 91 days past due accounts will be sent to collections. Please contact our billing department at 830-372-0600 if payment arrangements are necessary.

Returned checks:

There will be a \$30.00 handling fee for returned checks and we will request future payments be made cash, credit or debit card.

Labs:

All lab work will be billed separately by the respective laboratory and is not included in our charges at Dr Mannel's office. You should expect to get bills from other locations for Pap smears, HPV testing, Ob labs, Well woman labs, and Biopsies.