

# Family Health Care Center News

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## Demographic information:

*Insurance information, Address, phone numbers, emergency contacts and HIPAA forms*

**Help us keep your information up to date.**

• **Inform the front office staff of all changes to your Demographic information. Also please have an up to date form (HIPAA) that advises us who you wish to have access to your medical information.**

## New Phone System:

**In attempt to have better access to your health care team the phone options have changed. Please listen carefully to the options. If you need to make or cancel an appointment we want your call to be priority so please choose option 1. If you are feeling sick with vomiting or flu symptoms please make an appointment so we can address your needs in the best way possible. You now have the option to speak with your providers nurse. Realize that messages left after 3 pm may be answered the next day.**

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**23702 HWY 80 East  
Statesboro, Georgia  
912-489-4090**



## Understanding insurance co-pays & deductibles

- **In general, insurance plans are becoming more complex with higher “out of pocket costs”**
- **Co-pays are the portion of your visit, procedure or prescription that the insurance company has assigned to you.**
- **Office visits co-pays vary from policy to policy and can range from \$2.00 to \$60.00. Generally, most insurance plans have lower co-pays when seeing your primary care provider vs. a specialist.**
- **Co-pays are due at the time of your visit and are collected as you sign in for your appointment. For your convenience FHCC accepts all major credit cards and debit cards.**
- **The amount of your co-pay is usually listed on your insurance card but if not clear please call the toll free number on your insurance card to ask about your particular policy.**

### Deductibles:

- **Deductibles are the portion of your medical bills that the insurance company has specified must be reached before they begin payment.**
- **Some plans only have deductibles for procedures, x-rays, hospital stays, laboratory fees but other plans have a deductible that must be reached before they pay for any charges including office visits and prescriptions.**

### What can you do to help?

- **Know your insurance plans specific co-pay and deductible rules and come to your appointment prepared to cover these charges.**
- **Call the number on your card to get clear information or talk to your company’s human resource department if you have a work plan.**

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## Next MD- Patient Portal

All you need is an email and internet access and you can access your lab reports, send and receive messages from the office and link to many other important parts of your medical record. Non urgent appointments & prescription requests can be made through this system as well. Please come by the office to sign up for NEXT MD now. If your email changes be sure you notify us to update the system with your new information.



## Ask about FHCC Diabetes:

- Research Insulin trials
- Educational classes
- Insulin pump training
- Dietitian appointments
- Special certifications

## Medicare Wellness Exams:

Medicare wants all Patients to have an annual risk assessment visit with the office of your primary care practitioner. Medicare terms this your "preventive health visit". It is not for treatment of your chronic problems but more a review of risk factors that affect people as they age. The visit is with a nurse practitioner or doctor that reviews all your medications and assesses you for risks of falls, memory and reviews advance life directives and many other important safety information. Please remember to bring all your medications with you in a bag including over the counter medications. Also bring the names of other doctors that you see for specialty problems and names of the stores you use to buy your medical products such as diabetes supplies or walkers. Please have updated contact information (phone numbers) for yourself and your emergency contacts. We want to have the most accurate information on file for you to best care for your health.

**Please call and schedule your Prevention exam today.**



1-800-MEDICARE (1-800-633-4227)

NAME OF BENEFICIARY  
**JOHN DOE**  
MEDICARE CLAIM NUMBER  
**000-00-0000-A** SEX  
**MALE**  
IS ENTITLED TO EFFECTIVE DATE  
**HOSPITAL (PART A) 01-01-2007**  
**MEDICAL (PART B) 01-01-2007**