

BLUE MOUNTAIN SURGERY
Claudine E. Siegert M.D. – Gentry Caton M.D.
A Division of Radiation Therapy Associates of WNC, PA
1 Hospital Dr. Suite G102
Asheville, NC 28801
(828) 251-2523

About Our Office

Our goal is to provide you with the highest quality medical care possible. Should you have any questions, comments or suggestions on how we may improve our service please let us know. We have a new website available to view at bluemountainsurgery.com

Location

We are located at 1 Hospital Dr. Suite G102 effective 9/15/15 directly across the street from St. Joseph's Hospital, between Hospital Dr. and Choctaw Streets. It is the tall building on the corner. Parking is available behind the building.

Appointments

Patients are seen by appointment only. Office **appointments** are Monday, Tuesday and Wednesday. There is a **monthly** clinic in Weaverville on Friday. Our receptionist can assist you with appointment availability. Please notify our office twenty-four hours in advance if you are unable to keep your appointment so that we may use those times for other patients.

The **office closes at 1:00pm on Friday.**

What to bring with you to your appointment:

A list of your medications, your insurance card, co pay and the forms sent to you with this mailing, filled out and signed. Please also bring a photo ID.

FINANCIAL POLICY

Payment in full is expected at time of your visit. If you have insurance this includes co-pays and co-insurance. Our office accepts cash, personal checks, and most major credit /debit cards such as Visa, MasterCard, American Express and Discover. There is a \$20.00 charge for all returned checks and you will then be asked to pay cash or money order.

Your Insurance

Please bring current insurance information with you for your appointment. If you are unable to provide adequate information, we will require that you pay in full for services rendered at the time of visit.

Our office will file for payment with your insurance carrier. Because your insurance policy is a contract between you and your insurance company, it is your responsibility to know and understand your plan's requirements and policies regarding co-payments, co-

insurance, deductibles and benefits. Should your company deny a claim we will make a reasonable attempt to help you resolve the disputed issues. In the event your health plan determines a service to be “not covered”; you will be responsible for the complete charge.

If your insurance carrier has not paid within 45 days the balance due may become your responsibility. If you have questions about whether or not we participate with your carrier please call the office prior to your appointment.

Pre-certification

Our office will obtain pre-certification should you require surgery. ***Pre-certification is not a guarantee of payment.*** If your insurance carrier denies payment, the balance due will become your responsibility. We will make every effort to work with you and your carrier.

Disability Forms

These are filled out as a courtesy to our patients. There will be no charge for the first form; however there will be a charge of \$15.00 for each additional form, to be paid when the form is completed.

Minor Patients

Minor patients must be accompanied by a parent or guardian to authorize services.

Medications

We want to process request for prescription for refills as quickly as possible. When a prescription needs to be refilled, please, call the pharmacist to check and see if there are refills authorized. If there are no refills, call our office. We will need the name of the medication, the dosage and the phone number of the pharmacy. Calls received after 4pm will be handled the next day. ***No refills are authorized after normal office hours.*** Anyone picking up a pain medication prescription for you must present a picture ID.

Emergencies

Emergencies are given priority. Should a true emergency arise please call (828) 251-2523. After hours the answering service will answer your call and contact the on call physician.