



Office Policies

So that we may work together most effectively, please read and familiarize yourself with the following office policies. If you have any questions or need clarification, please don't hesitate to let us know.

TELEPHONE CONTACTS

On normal business days, Monday-Friday, our phones are answered from 8:00 a.m. to 5:00 p.m. Please use the following directory to conveniently route your call directly to the proper individual who can assist you.

Office appointments: 816.595.6847

Insurance/billing: 816.781.0604

Other: 816.842.5555

If the service you are trying to reach is unavailable, your call may go to voice mail. Please leave your full name, birth date and phone number on the message. Calls will be returned within 24 hours on normal business days.

TEST RESULTS

Please allow one week to 10 days after testing for your physician to receive and review your test results. A visit with your physician or nurse practitioner may be requested to discuss the results of the test and your plan of care.

MEDICATION REFILLS

MEDICATION REFILLS ARE ONLY HANDLED DURING NORMAL OFFICE HOURS. Please keep track of your refill dates and notify us 3 to 4 business days **BEFORE** you need a new prescription. If you need a refill prior to your office visit, please have your pharmacy fax your refill request to 816.842.8888. **Refills cannot be handled after hours or by the on-call physician.**

FINANCE/INSURANCE

Each patient is responsible for payment of his/her medical bills. Co-payments are due at the time of service. As a courtesy to our patients, we file insurance claims. We cannot, however, mediate disputes or resolve differences between you and your insurance company. Please remember that it is your responsibility to advise our office immediately of any changes in your insurance or contact information. Payments may be made by cash, check, or most major debit and credit cards.

COMPLETION OF ADDITIONAL PAPERWORK/MEDICAL RECORDS REQUESTS

RECORD REQUESTS

For the convenience of our patients, MAVI has partnered with HealthMark Group to support in the secure and timely delivery of patient records. If you would like to request a copy of a patient's record, please submit your HIPAA compliant written request to our office:

Via Fax: 816-659-9123

Via Mail: 2750 Clay Edwards Drive, Suite 304, Kansas City, Missouri 64116

PATIENT REQUESTS

Patients may submit a request/authorization electronically via the HealthMark request portal here:

www.medrelease.com/360. If it is your first time using this platform, you will need to create an account by providing your email address. Once logged in, you may select "Submit Request" from the menu options and enter all required fields to submit an authorization. HealthMark will process your medical record request and provide



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notification via email once complete. A complimentary copy of your record will be made available for you to download within 72 hours.

STATUS INQUIRIES

To check the status of a previously submitted record request, please contact HealthMark Group directly at 800-659-4035 or status@healthmark-group.com.

PATIENT INSTRUCTIONS FOR FMLA/DISABILITY REQUESTS

MAVI has partnered with HealthMark Group to ensure the accurate and timely completion of your FMLA and/or Disability forms. A signed and completed authorization [form](#) is required from each patient. Each form requested for completion will require a \$35 fee to be paid directly to HealthMark Group. HealthMark Group will complete the forms upon receipt of the requested forms and a valid authorization. The estimated turnaround time will be 24-72 hours. If an email is provided, you will receive a response directly from HealthMark Group notifying you of the prepayment invoice. After payment, the completed forms may be downloaded directly through HealthMark Group's website, or provided directly to you through an agreed to delivery method (i.e. secure email, mail, etc.) If you would like to inquire on the status of your forms or have any additional questions, please call 972-895-2138 or email fmla@healthmark-group.com

APPOINTMENT CANCELLATION

If you will be unable to keep a scheduled appointment, please notify our office as soon as possible, but at least 24 hours prior to avoid a \$25 charge.