

**Capital City Gastroenterology, P.C.**  
4126 Carmichael Court  
Montgomery, AL 36106  
Phone (334)495-2600 Fax (334)495-2604

**Mark M. Anderson, M.D.      W. Penn White III, M.D.      Nina P. Nelson-Garrett, M.D.**

Welcome to Capital City Gastroenterology, P.C. and thank you for selecting us to meet your digestive system healthcare needs. If you have any questions prior to your appointment, please phone our office during regular business hours, and we will do our best to assist you. Be advised that our phones are extremely busy, so if you get a voice mail service, please leave a message and someone will return your call as quickly as possible.

Many questions can be answered by visiting our website at [www.ccgastro.net](http://www.ccgastro.net). If you are a new patient or returning patients who has not been to our office in more than two years, please go to our website and download and complete the "All New Patients" forms on the "Preps" page, then bring them with you to your appointment. This will greatly reduce the amount of time for your appointment.

**GENERAL PRACTICE INFORMATION**

**Office Hours:**

Our phones are answered Monday through Friday 8:00 a.m. until 4:00 p.m.

Office visits are by appointment only. The office is closed on all major holidays.

**Emergencies:**

Call the office number above for medical related issues during regular office hours. If you have a **true emergency** and are unable to reach someone at our office or if the emergency occurs after regular office hours, go directly to the emergency room at **Baptist Medical Center East**. Emergency room personnel will contact the physician on call.

**Co-pays, Deductibles and Fees:**

Patients are always responsible for any charges for services rendered. As a courtesy to our patients, we are happy to file your insurance claims for you. However, if your claim is denied, you are responsible for the bill. In accordance with all insurance plans, co-payments and deductibles are **your** responsibility and are due at the time of service. **We will collect your co-pay prior to your appointment.** If you are not prepared to pay your co-pay, we will be happy to reschedule your appointment. For your convenience, we accept cash, check, Visa and Mastercard. Patients with **no insurance** should contact our billing department to make payment arrangements prior to the appointment.

**Insurance:**

We participate in several healthcare insurance plans. Among these are Medicare, Blue Cross Blue Shield, United Healthcare, Aetna, Viva, Humana Gold, GEHA and several others. We do not participate in any HealthSpring of Alabama plan. We will gladly file insurance for you. It is extremely important that you provide us with all the necessary information to meet the requirements of your insurance plan. Please keep your insurance information up-to-date so that we may better serve you.

**Pre-certification is the responsibility of the patient.** We will be happy to assist you with this, but the responsibility is yours. If your plan requires pre-certification, please check with us to insure your insurance company has given necessary approval for your procedure several days in advance. If your plan denies your claim, you are responsible for payment. After your insurance has paid, you will be billed for any amount not

satisfied by your insurance company. Your portion is due upon billing. **If your insurance plan has not paid your claim within 60 days, you will be billed for the entire amount.** Should your insurance company subsequently pay after you have paid, we will promptly refund that amount to you.

**Prescription Refills:** Call your pharmacist for all prescription refills. He will fill the prescription or will contact our office or your primary care doctor's office for authorization. ***Please keep up with your medications as we will not authorize refills after our regular office hours or on weekends and holidays.*** Please do not allow yourself to run out of medication. Contact our office during regular office hours, and we will be happy to have the doctor review your prescription and authorize refills as he/she deems necessary. **Most prescriptions will be subsequently managed by your primary care doctor.** If you have not been seen by our physicians in over a year, please contact your primary care physician for prescription refills.

**Results of Lab Tests and X-rays:** Reports of blood tests, x-rays, pathology and other laboratory tests will be available within five working days following your procedure. Please telephone our office for results. Be sure to complete the portion of the patient information form that gives authorization to release results to specific persons and by specific means. We are committed to protecting your private health information in accordance with HIPAA requirements.

**If you have any questions about our policies or procedures , please call the office at (334)495-2600.**