

**ANN ARBOR NEUROLOGY**  
**a division of Michigan Multispecialty Physicians, PC**  
**(734) 712-1400**

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**OFFICE POLICY**

***OFFICE HOURS:***

- Monday thru Friday, 8:00 a.m.-12:00n and 1:00 p.m.- 4:30 p.m.
- The office is open 12-1:00 p.m. but we do not staff the greeting area 12-12:45 p.m.

***TELEPHONE HOURS:***

- Monday thru Friday, 8:30 a.m.-12:00n and 1:00 p.m.-4:30 p.m.
- After hours and weekends the on-call physician is available for urgent or emergency calls.

***PRESCRIPTION RENEWAL POLICY:***

- We require 24 hours notice for all prescription renewals
- For mail-in prescriptions, be sure to allow time for insurance verification/authorizations
- When calling the office for a renewal, you will need to leave your request on our Voice Mail system. Be sure you give us the following information for each prescription you are requesting:
  - Patient's name (including spelling)
  - Date of birth
  - Name of the drug
  - Strength
  - How often it is taken
  - Pharmacy name, location and phone number – be specific
  - Daytime phone number or another number where you can be reached

**WE MUST HAVE 24 HOURS NOTICE FOR ANY RENEWAL REQUESTS**

***CONCERNS OR QUESTIONS FOR YOUR PHYSICIAN:***

- When calling the office with questions or concerns for your physician, you will most likely be asked to leave a message on our Clinical Triage voice mail. Your call will be returned the same day. If a message is received after 3:30 p.m., you may not receive a return call before the next business day.
- If you have an urgent issue, stay on hold until the next available secretary can help you. Ask to speak with the Clinical Triage staff or your physician directly.
- If this is a life threatening emergency, do NOT leave a message; hang up and call 911.

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***FINANCIAL POLICY***

Thank you for choosing us as your healthcare provider. We are committed to your treatment being successful and your experience in this office being pleasant. The following is our financial policy and we would appreciate you reading this carefully. Should you have any questions, please feel free to contact our billing specialist at 734-712-9975.

We are happy to help you receive your maximum allowable benefits with your health insurance plan. In order to achieve these goals, we need your assistance and understanding of our financial policy.

Co-payments, deductibles and non-covered services are due at the time of your visit. We accept cash, check, Visa and MasterCard. Following is a list of health insurance plans we participate with:

- AAA of Michigan
- Aetna (Choice, Open Access, Select, Managed Choice)
- Blue Cross Blue Shield of Michigan
  - Traditional
  - Blue Choice PPO
  - Blue Preferred PPO
  - Community Blue PPO
  - Medicare Advantage PPO
- Blue Care Network
- CIGNA PPO
- Cofinity/PPOM
- Medicaid/In-network
- Medicare Part B
- Medicare Plus Blue – Option A & B
- Midwest Health Plan
- Priority Health HMO & PPO
- Secure Care

You are responsible for verifying whether or not we participate with your insurance. If our office does NOT participate with your health insurance plan, payment in full is expected at the time of your visit. We will submit an insurance claim on your behalf and any reimbursement will be due you.

Billing statements are mailed monthly. Account balances 90 days past due are considered delinquent. However, we realize that temporary financial problems may affect timely payment of your account. If such problems do arise, please contact our billing specialist promptly to make arrangements. Otherwise, accounts over 90 days are placed with our collection agency and your care may be terminated with our practice.