



Dear patient,

To meet the increasing demands of insurance companies and keeping in compliance with Medicare, we at Infinity Family Clinic, PLLC are asking that patients follow the protocol necessary to meet their guidelines. We are requesting from all patients:

- a) ID and Insurance- Please provide your current ID and if you have insurance, we need your insurance card to ensure efficient billing.
- b) Patients with insurance- We draw labs in office as a courtesy to patients and send those labs to Quest(or CPL). Make sure your insurance is always up to date with Infinity Family Clinic, PLLC. The insurance provided is what will be sent to Quest who then will bill the insurance. Should you encounter an issue with billing, please refer to your insurance company for lab coverage. All patients with no insurance will be charged directly from the office.
- c) Medications- We need a list of all medications. Please provide a list of all medications you are taking including from any specialists.
- d) Refills- We are not able to refill medications prior to you being seen at Infinity Family Clinic, PLLC. Medication refills are based on the NP discretion and varies with everyone.
- e) Annual Visit- Our patients are required to have an annual/ physical/ wellness visit every year. This is usually mandated by your insurance company. Any patient that does not comply with this very important visit will be subject to not being seen by our practice or penalties by your insurance company. This is separate and different from a follow up appointment.
- f) Specialist- We need to know if you have seen a specialist, if so, we need your records. Please provide us with their names and information.

We hope you understand that these guidelines were set to help our providers and the office to coordinate the best possible healthcare for all patients.

Thank you for choosing Infinity Family Clinic, PLLC.