

**BILTMORE OB-GYN  
24 Medical Park Drive  
Asheville, NC 28803**

Welcome to Biltmore OB-GYN. We are glad you have chosen our practice to provide your obstetric and gynecologic care. In order to familiarize you with how our office works, we are providing this information which we hope you will find helpful.

- ***Please complete the patient registration and medical history forms upon your arrival.***
- ***If applicable, you must have all insurance cards at the time of visit. Please be prepared to pay your co-payment when you come in. Your insurance company has a contract with you and your co-payment is required per that contract. If you have any questions, please ask for one of our patient account representatives or management personnel.***
- ***If your insurance company requires a pre-authorization or precertification for your visit(s), please obtain the authorization and bring it on the day of your appointment.***
- ***All new patients are asked to arrive 30 minutes prior to the scheduled appointment time.***
- ***Once you arrive at the office, we will ask you to sign a form acknowledging our privacy notice (HIPPA). Should you have any questions, ask for our compliance officer and she will be glad to talk with you in this regard.***

#### **OUR PRACTITIONERS**

Our practice has five physicians and a nurse practitioner. Our physicians are Stacy D. Travis, M.D., Carole S. Saltzman, M.D., Lisa N. Chitour, M.D., Elizabeth S. Garbarino, M.D. and Kelley S. Morel, M.D. They specialize in obstetrics, gynecology, gynecologic surgery and infertility. Our nurse practitioner Nan Nussman performs office gynecology and obstetrical care and some infertility evaluation. We function as a team, and we are dedicated to providing you with the best care available.

#### **APPOINTMENTS**

In order to serve you most effectively, we see patients by appointment only. Appointments can be scheduled by calling **828-277-7727** between the hours of 8:00 AM to 4:15 PM, Monday through Friday. We schedule appointments up to four months in advance. We recommend calling four months before you are due for an annual exam to ensure that we can accommodate you. If you find that you are unable to keep your appointment, we ask that you inform us at least 24 hours in advance so that we may make that time available for someone else. You may be subject to a \$25.00 fee should you not show up for your appointment or fail to notify us in advance as stated above. Please arrive 15 minutes before your appointment time to handle all appropriate paper work before your scheduled appointment time with our provider.

We recognize that your time is valuable, and we make every effort to keep to our schedule. Unfortunately, the nature of our specialty is such that deliveries can occur and surgical emergencies arise during office hours. If this should occur, we try to notify you in advance, reschedule your appointment, or arrange for you to see another one of our doctors or our nurse practitioners. We appreciate your patience and understanding.

#### **TELEPHONE CALLS**

Please call during our regular office hours with questions regarding your care, for prescription refills or lab results. Prescription refills will be completed within 48 hours of notification. If you call our office for lab results, please ask for the "lab nurse" as the staff rotates and this will give you a

more efficient response. Our clinical staff has been trained to answer your questions and will consult with your doctor in this regard.

Please understand that we are unable to refill medications or provide lab results after office hours, as we do not have access to your medical records. Also, please remember that we cannot refill medications if it has been more than one year since your last annual exam.

### **EMERGENCIES AND LABOR**

If you have an emergency or think you are in labor during office hours, please call the office. If it is after hours, call our answering service at 251-4465 and they will reach the physician on call. Please remember to keep your phone line clear and to have your pharmacy's number handy. If your call has not been returned within 30 minutes, please call back to be sure your number was recorded correctly.

### **FEES**

Our practice is committed to providing the best treatment for our patients. Fees are based on the complexity of and time required for your evaluation. Our fees are in keeping with the usual and customary charges for obstetrics and gynecology in this area. **Our office uses Mission Hospitals Laboratories for all lab work and cultures. You must notify us in advance should your insurance company require an independent lab facility otherwise you may incur additional cost for out of network or deductible. We use Pathology Medical Laboratory (PML) only for all pathology and you will receive a separate billing from PML.**

### **INSURANCE AND BILLING**

Please be prepared to pay for your office visit and services at the time of your appointment. Some insurance contracts require you pay a co-payment, deductible or a percentage in excess of your allowable. We **must** collect these amounts when you check-in. Financial responsibility for any and all services rendered rests on the patient and her family regardless of insurance coverage. Our office is currently contracted with Blue Cross/Blue Shield, Cigna, United HealthCare, First Health, Medcost, Aetna (not the HMO product), Tricare Standard, WellPath, and many of the Crescent products. Please contact our office to clarify our participation with your Crescent plan. We participate with Medicare. You must have your insurance card with you at the time of your appointment in order for us to file your charges. Prenatal care and surgery can often be expensive. We understand that financial difficulties sometimes arise, and we will work with you to develop a payment plan if necessary.

**We are here to answer any problems or concerns you have. Please do not hesitate to ask for someone to help you understand any of the above policies.**

Sincerely,

Lisa Christiansen, Office Manager  
Faye Redmon, Office Coordinator