

We welcome you to our practice. Our training in family practice equips us to take care of the health care needs of virtually everyone – male or female, newly born or advanced in age. We perform minor surgery, allergy injections, lab tests, and health maintenance for all family members.

Our office hours are by appointment.

- Monday, Tuesday, Wednesday, and Thursday 9:00 AM to 8:30 PM
- Friday 9:00 AM to 4:30 PM
- Saturday 9:00 AM to 12:00 PM

If you are ill, call as early in the day as possible so that we can accommodate you promptly. When the office is closed, call 392-9100 and a recorded message will provide instructions on how to reach the doctor on call.

PAYMENTS AND INSURANCE

We participate in the following: Please check with your insurance to verify coverage in our office.

Cancer Services Program	Multiplan/PHCS
Child Health Plus & Family Health Plus (Excellus and MVP only)	MVP Commercial and Senior Products
Excellus Blue Cross/Blue Shield Commercial and Senior Products	MVP/Cigna
HealthNow/WNY BCBS & Sr. Products	Some Aetna, Univera, and United Healthcare
Medicaid & Medicaid Options - NOT FIDELIS	Sidney Hillman
Medicare	Tricare/Champus/Martin’s Point
The Empire Plan (NYSHIP)	

If you are covered by one of these plans, we will submit the charges for any covered services for you. If you have insurance other than those listed, payment is required at the time of service. You should then submit your paid receipt to your insurance company and they will reimburse you directly. Always save your receipt since you may need it for your insurance or tax return.

Payment is always expected at the time of service unless you have made prior arrangements with the Billing Department.

Co-payments and known coinsurances MUST be paid for at the time of treatment.

REFERRALS

- If your insurance requires referrals, you must get a referral from us before going to see some specialists.
- If you see a doctor when you are out of the area, call our office at your first opportunity. We will make the necessary referral to your insurance carrier.

- Should you need your referral number, please call your insurance carrier to retrieve that number.

HELP US TO HELP YOU MORE EFFICIENTLY

- Let us know if you move, change your insurance, job, or telephone number.
- We need to know about family changes (marriage, baby, divorce, etc.).
- Tell us how to reach you in an emergency (work number, cell phone, etc.).
- Call to cancel if you are unable to make an appointment. Chronic missed appointments could result in termination of care.
- There is a \$20.00 fee charged for missed appointments.
- If a problem arises, tell us. We will do the best we can to help you with it.
- Bring prescription refills to your appointments whenever possible.
- Avoid calling Monday & Tuesday mornings (during busy phone times) with nonemergency issues. Call our office with non-life threatening emergencies (like cuts, animal bites, possible fractures, etc.). If at all possible, these cases will be handled in the office. If not, we will advise you which emergency room to go to and we can notify the emergency room of the situation. If you feel you have a life-threatening emergency, call 911 for help.

LET'S WORK TOGETHER TO MAINTAIN YOUR GOOD HEALTH.