HILTON HEALTH CARE, P.C.
FAMILY PHYSICIANS
279 EAST AVENUE • HILTON, NEW YORK 14468 • (585) 392-9100 • FAX: (585) 392-6292
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BENSON L. ZOGHLIN, M.D. A.B.F.M. ROBERT E. BLACKBURN, M.D. A.B.F.M. NILSA M. MARTINEZ, M.D. A.B.F.M.
ALISON BAILLARGEON, PA-C

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, Thursday	9:00 am to 8:30 pm
	Wednesday, 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 instruct you 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**.

Aetna	United Healthcare
Cancer Services Program	Multiplan/PHCS
Child Health Plus & Family Health Plus	MVP
Excellus Blue Cross Blue Shield	MVP/Cigna
Medicare	Tricare / Champus/ Martin's Point
NYS Medicaid & Medicaid Advantage- NOT FIDELIS	Sidney Hillman
Some WNY BCBS	Some Univera

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, partial deductible payments, medications, and allergy shots **MUST** be paid for at the time of treatment. There is a $10 fee for not paying a copay at the time of service.

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 us at least 4 hours prior to your appointment if you need to cancel. Chronic missed appointments could result in termination of care. There is a $40.00 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 non-emergent 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 you feel you have a life-threatening emergency, call 911 for help.

LET'S WORK TOGETHER TO MAINTAIN YOUR GOOD HEALTH.