



Diabetes and Endocrine Wellness Center, LLC
1 Hospital Drive SW, Suite 300
Huntsville, AL 35801

Dear Valued Patient,

Thank you for the trust you have placed in our team as we aim to deliver top quality medical care in an efficient, compassionate and caring manner. A large part of your care involves medication management. We provide all of your prescription needs at the time of your office visit with enough refills to last up to one year. These prescriptions are usually sent electronically. **If you need refills in between visits, this is usually due to rescheduling your appointment. We are happy to provide those refills for you and a charge will apply. If your prescriptions have been sent to the pharmacy of your choice and you would like it sent to a different pharmacy, a charge will apply. These requests must come from you directly. Any prescription refill requests, pharmacy change requests, or diabetes supply forms that we receive from a third party, will be filed in your chart until we hear from you.**

Our physician will also recommend the best treatment based on your individual clinical needs. Due to varying insurance benefits, your insurance plan may require additional steps such as submitting prior authorization forms before they will cover certain medications. These steps have placed additional requirements on the time needed to ensure that we are providing you the best possible care.

Since your insurance company does not reimburse for these extra services, we have found it necessary to implement certain fees. Until recently, we have been providing these services as a courtesy without charge to our patients.

Effectively immediately, the following charges will apply and are due before the service is rendered:

- **Prescription refill in between visits** **\$10 each**
- **Diabetic Supply forms not presented during visit** **\$10 each**
- **Prior authorizations for medications** **\$15 each**

Our completion of the form does not guarantee approval by your insurance company. This fee includes submitting letters and other documents in cases where an appeal is required.

Please see our waiting room monitors for information about our “Uncovered Services”.

Here are some steps you can take to avoid these charges:

- Be familiar with your insurance coverage, including preferred pharmacies and medications. Bring your insurance formulary with you to each visit to help our team optimize your medication selection.
- **If you are notified by your pharmacy that your insurance company requires a prior authorization for a medication, call your insurance company first. Ask for alternative medications of the same class that the company will cover without a prior authorization. Second, send a message through your portal or call our office with the names of the alternate medications. Our team will notify you of the physician’s decision regarding the medication.**
- Inform our team at each visit which medications you would like refilled.
- Inform our team at each visit which pharmacy you would like to receive your prescriptions.
- Keep your scheduled appointments. Reschedule ASAP when you have to adjust your follow-up appointment.

We look forward to our continued partnership as we work together to accomplish your health care goals.

Best Regards,

Your Diabetes and Endocrine Wellness Center Team