

ACCESS FEES

According to DORA – Health Insurance Shopping Buyers Guide, “Generally, an “access fee” is an amount that the individual doctor may charge the patient for necessary or requested medical services NOT covered or reimbursed by insurance. These charges might include consultations by email, phone and fax; consultation fees on weekends or after office hours; handling prescription refills; providing or copying medical records; parking fees for the building where your doctor is located; helping a patient appeal a health insurance carrier denial of benefits; or arranging for medical equipment.”

The Hollister Healthcare Team Access fees are as follows:

E-mail consults. Rates (when this is available) will vary according to the nature of the message or the complexity of the issue discussed. The rates are as follows:

- Simple medical problems
- Moderately complex medical problems
- Medication refills and changes
- Questions regarding the results of tests, procedures and consultations

Form completion. For standard school, camp and employment physicals, FMLA and disability paperwork is \$10.00 to \$15.00 per page depending on the content required. If the patient brings the form to a visit scheduled purposely for having the form filled out then there will likely be no added charge.

Lost lab/radiology order \$5.00 per occurrence.

No-shows. This is applied to patients who don't show up for their appointments and don't call to cancel within 24 hours. This policy applies equally to Medicare and non-Medicare patients. \$30.00 for missed Health Maintenance appointments and \$10.00 for regular 20 minute appointments.

Phone Consults. Generally only patient-initiated calls are charged for, and prices range from \$15.00 to \$30.00 depending on whether the call leads to the diagnosis of a new problem or advice about an existing problem or recurrent problem.

Photocopies of charts. **Colorado Law (C.R.S. 25-1-802)** allows for a per page charge for the copying of any patient record requested by the patient. Charts that are 30 pages or less \$10.00 and more than 30 pages \$30.00 per chart. Our fees are lower than actually allowed.

Prescription refill requests or prescription transfers \$5.00 per medication.

Prior authorizations and preauthorization. Depending upon the complexity the charge will be \$5.00 to \$25.00 per request. Patients should be aware that often this request is made by the pharmacy for the patient's benefit.

For the complete DORA reports go to: cdn.colorado.gov/cs/Satellite/DORA-HealthIns/CBon/DORA/1251626378255.

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