

# RELATIONSHIP AGREEMENT

## PARTNERS FOR HEALTH



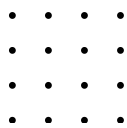
### OUR COMMITMENT TO YOU

- Accessible Care Team 24/7
- Responsive to your needs
- Respectful
- We will listen to you
- A commitment to safety
- Same Day Sick Visits guaranteed when requested before 12 PM Mon-Fri
- Efficient Scheduling to minimize your wait times
- Access to personal health records through online patient portal and mobile app
- Access to health education database through patient portal
- In Office & Telehealth appointments offered for convenience

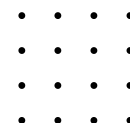
### YOUR COMMITMENT TO US

- Annual Wellness Visit every year
- Compliance with preventive tests
- Respect toward the entire team (Harassment, threatening, or verbally abusing the staff is not tolerated)
- Copays required at the time of service
- All visits require appointments
- All referrals require an office visit or telehealth visit
- Arriving 10 min or later for your appointment will require you to reschedule
- Contact Innova before seeking care at the ED or Urgent Care

Innova Primary Care reserves the right to discharge you from receiving services at our practice if our provider availability to care for patients decreases, if our services are not suitable for your healthcare needs, if you repeatedly do not comply with our healthcare recommendations, if you fail to follow the commitments listed above or if your payment method on file becomes invalid and is not updated by you within 30 days. Discharge from our practice will result in any future scheduled appointments being cancelled.



# BILLING & PAYMENT POLICIES



- **An active payment method on file is required.**
- We provide fully transparent pricing for our services. Please see our fee schedule posted at [www.innovaprimarycare.com](http://www.innovaprimarycare.com).
- You are required to provide accurate, up-to-date health insurance information. Inaccurate health insurance information or changes to a health insurance plan that is out of network with Innova will result in charges that are the sole responsibility of the patient.
- Balances due for any fees not collected at the time of service will be published to the patient portal for payment.
- After 14 days of this posted balance, all unpaid balances owed including deductibles, copays, co-insurance missed appointment charges and non-covered fees will be charged to the payment method on file.
- **Non-covered services** refer to services that are not covered by your insurance plan. The list of non-covered services under most insurance plans for which you may receive a separate charge at the time the service is listed below.
- Lab charges from labs other than Innova Primary Care are independent of Innova. Billing questions pertaining to other lab or imaging facilities are to be directed to that facility.

## CONTROLLED MEDICATIONS

- For your safety, controlled medication prescriptions require an office-visit.
- Long-term controlled medications require periodic drug screening, which may be a non-covered service at your expense.
- A positive drug test or evidence of prescription drug abuse may result in discharge from our practice. This includes marijuana use with certain prescriptions.

## NON-COVERED SERVICES PRICING

- No-Show of an Annual Wellness Visit - \$100
- No-Show of a routine appointment - \$50
- Cancellation of an appointment < 24 hours - \$25
- Each page of paperwork, letters, forms for completion outside of an appointment within 5 business days - \$10
- Expedited processing of paperwork, letters or forms within 2 business days - \$25
- Clinical response (requiring Physician or CRNP involvement) to a patient portal inquiry outside of an appointment - \$15
- Paper copy of results available on the portal or paper statements mailed to a patient - \$15