



# Primary Care Welcome Guide

*bellinhealth*

## **24/7 Scheduling and Same Day Appointments: P.A.S.S. - Priority Access Scheduling Service**

P.A.S.S. gives you the fastest, most convenient way to get an appointment with your Bellin Health physician or their partner on the same day you call.

For your convenience, appointments can be scheduled 24 hours a day, 7 days a week, just by calling your clinic. All patients are seen on an appointment basis, except for emergencies (see After Hours/Emergency Treatment). When an appointment is made, the time is reserved just for you. Please give 24 hours notice when canceling an appointment. Appointments are also needed for lab tests and injection administration. Having an appointment will allow us to prepare the necessary paper work and decrease your wait time.

## **Appointments**

At your first appointment, you will be asked to sign a card or form which allows Bellin Health to receive payment for services directly from your insurance company. It will also allow us to release information to your insurance company so the bill may be processed.

## **Things to Bring**

Please bring with you to your first appointment:

- All medications you are currently taking in their container, including vitamins and herbals.
- Medical insurance identification card.
- Photo ID. Occasionally, you may be asked to show your photo ID to ensure your identity.
- At your first appointment, please bring all immunization cards for adults, children, and teens.

## **FastCare**

Bellin Health providers can also assist you at any one of our FastCare clinics, located inside Shopko stores in Escanaba, Green Bay, and Suamico. Walk in without an appointment and get help without a wait. We'll even bill your insurance. Our FastCare services include basic lab services and treatments for cold and flu symptoms, ear infections, sinus infections, minor burns, rashes, and skin infections. Evening, weekend, and holiday hours for your convenience. For more information, call (920) 445-7377.

## **Patient Portal**

Bellin Health has developed My Bellin Health as another way for you to communicate with us anytime it is easy and convenient for you. To enroll, visit [mybellin.org](http://mybellin.org) and click on Register Now or request to be enrolled during your next clinic visit. My Bellin Health lets you communicate electronically with your physician, perform online requests for prescription refills, view lab test results, request appointments online, view your secured medical record using your computer, and view and pay your bill online. My Bellin Health is easy and secure. If being in control of your personal medical information is important, and having insiders' access to your Bellin Health medical team has value, then My Bellin Health is priceless.

## **Medical Home**

Bellin Medical Group participates in a team approach to your health care needs, where you are at the center of the team. As a Medical Home, we will coordinate care, provide evidence-based care or advice during and after office hours, collect and retain your complete health history, and support you in managing your health care needs while at home. To learn more about Patient Centered-Medical Home, visit [ncqa.org/tabid/631/Default.aspx](http://ncqa.org/tabid/631/Default.aspx).

## **After Hours/Emergency Treatment**

In any life-threatening situation, our patients are advised to go to the nearest emergency room.

Patients who need care when the clinic is closed should still call the clinic first. Your call will be answered 24 hours a day, 7 days a week, by a registered nurse who will assess your needs and advise you accordingly. If necessary, the nurse will contact the physician on-call, and he or she will return your call as soon as possible.

If you have an urgent need to be seen right away, the nurse will schedule an appointment for you at the nearest Bellin Health facility that offers extended hours. If your care can wait until the next day, the nurse will schedule the appointment at your clinic with your provider.

## **Record Transfers**

It is important for the provider to have your medical information at your appointment time in order to provide you the best possible service. To have your records transferred to Bellin Health, you must complete a Release of Information form. You may obtain this form from your present health care provider or from our office.

## **Insurance Requirements**

Many insurance companies request precertification on inpatient and other specialized diagnostic procedures. If you need to be hospitalized as an inpatient, you must call your insurance company. Insurance companies may also require second opinions on surgeries. It is your responsibility to contact your insurance company regarding second opinion requirements.

## **Payment for Services**

Payment is expected at the time of service for co-pays, any unmet deductibles, or if there is no insurance coverage. Payment may be made in cash or by credit card (Visa or MasterCard). You may also pay your statement online using "Quick Pay," which is accessible from the home page at [bellin.org](http://bellin.org). Simply enter your account information found on your statement, credit card information, and select "Submit Payment" to process your payment.

Arrangements for a monthly payment plan can also be made through one of our financial service advisors. A \$75 minimum monthly payment is required with this option. Self-pay discounts are available. For more information on payment arrangements, please contact our clinic. A financial advisor is available to help you find the best payment plan for charges not covered by insurance.

## **Medicaid**

Patients who are covered by the Wisconsin or Michigan Medical Assistance Program must present their current card and the required co-payment before being seen. Your services will need to be rescheduled if these are not provided before your appointment.

## **Medicare**

Charges for services are sent to Medicare for you. We are a participating provider with Medicare, which means we accept assignment for Medicare patients and payment goes directly to Bellin Health. If you are covered by a supplemental insurance, we can send the claim to the insurance company if you provide us with the Medicare Explanation of Benefits (EOB). This comes directly to you from Medicare. It is your responsibility to see that we receive payment.

**Our team of professionals, including providers and support staff, are dedicated to providing you the highest quality care possible. Your care is our first priority, and you can be assured of prompt medical attention at all times. Every attempt will be made to schedule with your provider of choice when you need and want to be seen. If he or she is unavailable at that time, one of the other providers at the clinic will be happy to see you. He or she will have access to your medical records and take care of you just as your own provider would.**