

**BILTMORE OB-GYN  
24 MEDICAL PARK DRIVE  
ASHEVILLE, NC 28803  
(828)277-7727**

**To Our New Medicare Patients:**

Welcome to Biltmore OB-GYN. We are glad you have chosen our practice to provide your obstetric and gynecologic care. In order to familiarize you with how our office works, we are providing information that we hope you will find helpful.

- ***Please complete the patient registration and medical history forms prior to your arrival.***
- ***Please arrive 20 minutes prior to your scheduled appointment time.***
- ***Make sure you bring your Medicare card and any secondary insurance you have.***
- ***Once you arrive at the office, we will ask you to sign a form acknowledging our privacy notice. Should you have any questions, please call and ask for our compliance officer and she will be glad to talk with you in this regard.***
- ***Please find enclosed the Advanced Beneficiary Notice that you must sign and bring to your scheduled visit. Should you have any questions, please contact our office.***

We are sending this letter to you in an effort to more clearly define and comply with the Medicare correct coding initiative regarding routine annual care. Our office practices a very high standard of care and we recommend every woman have a preventive care annual exam yearly. This PREVENTIVE CARE EXAM includes a breast exam, pelvic exam, exam of heart, lungs, abdomen, skin, etc and a complete review of your medical, family, and social history. **Medicare only pays for a portion of this exam once every other year. You will be responsible for any uncovered portion at the time of your visit.**

**Because you are a new patient, our physicians will do a full history and examination and you will be responsible for what Medicare does not pay. The estimated cost for this exam is \$279.**

**A pap smear may also be done at this exam. Medicare will only cover a pap smear once every other year unless you meet its high risk criteria. The cost for this service is \$50.** You will also receive a bill from the pathologist for interpreting your pap smear.

If you are being seen for a problem-focused visit, Medicare will pay 80% after your deductible is met. You are responsible for any deductible and the 20%.

**OUR PRACTITIONERS**

Our practice has five physicians and two nurse practitioners. Our physicians are Stacy D. Travis, M.D., Carole S. Saltzman, M.D., Amy D. Harrington, M.D., Lisa N. Chitour, M.D. and Elizabeth S. Garbarino, M.D. They specialize in obstetrics, gynecology, gynecologic surgery and infertility. Our nurse practitioners, Jan O'Hara, and Gwen Durham, performs office gynecology, obstetrical care, and some infertility evaluation. We function as a team, and we are dedicated to providing you with the best care available.

**APPOINTMENTS**

In order to serve you most effectively, we see patients by appointment only. Appointments can be scheduled by calling **828-277-7727** between the hours of 8:15 AM and 12:30 PM, or 1:30 PM and 4:15 PM, Monday through Friday. We schedule appointments up to four months in advance. We recommend calling four months before you are due for an annual exam to ensure that we can accommodate you. If you find that you are unable to keep your appointment, we ask that you inform us at least 24 hours in advance so that we may make that time available for someone else.

We recognize that your time is valuable, and we make every effort to keep to our schedule. Unfortunately, the nature of our specialty is such that deliveries can occur and surgical emergencies arise during office hours. If this should occur, we try to notify you in advance, reschedule your appointment, or arrange for you to see another one of our doctors or our nurse practitioners. We appreciate your patience and understanding.

### **TELEPHONE CALLS**

Please call during our regular office hours with questions regarding your care, prescription refills, and lab results. Prescription refills will be completed within 48 hours of notification. If you call our office for lab results, please ask for the "lab nurse" as the staff rotates and this will give you a more efficient response. Our clinical staff has been trained to answer your questions and will consult with your doctor in this regard.

Please understand that we are unable to refill medications or provide lab results after office hours as we do not have access to your medical records. Also, please remember that we cannot refill medications if it has been more than one year since your last annual exam.

### **EMERGENCIES**

If you have an emergency during office hours, please call the office. If it is after hours, call our answering service at 251-4465 and they will reach the physician on call. Please remember to keep your phone line clear and to have your pharmacy's number handy. If your call has not been returned within 30 minutes, please call back to make sure your number was recorded correctly.

### **FEES**

Our practice is committed to providing the best treatment for our patients. Fees are based on the complexity of and time required for your evaluation. Our fees are in keeping with the usual and customary charges for obstetrics and gynecology in this area. If you have blood work or pathology, such as a Pap smear or biopsy, you will receive a bill directly from the lab.

***We are here to answer any problems or concerns you have. Please do not hesitate to ask for someone to help you understand any of the above policies.***

Sincerely,

Lisa Christiansen, Office Manager  
Faye Redmon, Office Coordinator