



# CEI Medical Group

ear • sleep • sinus • face

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## EMAIL & TELEPHONE POLICIES Effective 2/01/2010

In order to provide the maximum service and convenience level as requested by our patients, we are instituting an email and phone communications system called "Ask Your Provider" (AYP). When fully functional, AYP allows communication with your provider or his/her medical assistant on issues that do not require a visit to the office.

If you choose to use this service enhancement, the following charges apply. Please note, you will not be billed for this service if any of the following conditions are true:

1. You have had an appointment in the previous week
2. You are scheduling the first available appointment as a result of the email/phone call
3. You have had surgery in the previous 10 days (90 days if a major procedure)
4. You have a fully authorized surgery scheduled for the future
5. You are calling for a prescription refill and you have had an appointment in the past 6 months.

For all other situations, email and phone calls will be billed at the following rates:

<b>99441</b>	5-10 minute phone call, physician	\$50
<b>98966</b>	5-10 minute phone call, other qualified provider	\$50
<b>98967</b>	11-20 minute phone call, other qualified provider	\$50
<b>98968</b>	21-30 minute phone call, other qualified provider	\$100
<b>99444</b>	E-mail response by physician to patient query	\$50
<b>98969</b>	E-mail sent by other qualified provider	\$25

CEI Medical Group billing staff will submit claims for these services on your behalf to your insurance company. California Face and Laser Institute (CFI) will not submit claims for these services to insurers. Medicare will not reimburse for these services. To determine whether and how much of this charge may be reimbursed by your private insurer, you may call the customer service number on the back of your insurance card, provide them the 5 digit code starting with "9" listed above, and ask them if this code is covered and what your specific financial responsibility will be with respect to this code.