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THINGS TO KNOW

OFFICE HOURS

Monday	8:15am – 5:00pm
Tuesday	8:00am – 5:00pm
Wednesday	8:15am – 5:00pm
Thursday	8:15am – Noon
Friday	8:15am – 5:00pm

The office is closed daily from noon to 1:15pm. On Tuesdays, the office is occasionally closed for meetings from noon to 2:00pm. When the office is closed, our phone system has voice mail options for your messages.

REMINDER CALLS

As a courtesy to our patients, we will place reminder calls one or two working days before your upcoming appointment. Messages may be left on answering machines or with family members. However, please note that only one call will be made. It is ultimately your responsibility to make sure you are here at your designated appointment date and time.

ONCE YOU ARRIVE

We ask that once you arrive at the office, Please present your insurance card(s) and driver's license to the front receptionist and sign the registry. Please inform the receptionist of any changes you may have with your insurance, address, phone number, etc. Updated records help us to serve you better. **New patients should plan to arrive 15 minutes before their scheduled appointment time.**

LATE ARRIVALS

If you arrive 15 minutes or later for your appointment, it will be the doctor's decision as to whether or not you will be seen at that time. It is possible that late arrivals may be asked to reschedule.

MISSED APPOINTMENTS

Your appointment is an individual time scheduled for you and the doctor. When you miss your appointment, the doctor is left with open time. It is our office policy to charge \$25 for each 15 minutes of appointment time missed. We allow one grace period for the first 15 minute missed appointment. This charge will also apply to any unexcused missed appointments.

APPOINTMENT CANCELLATIONS

A 48 hour notification is required for all appointment cancellations. If you cancel with less notice, a charge to your

account may occur. Again-this is at the provider's discretion.

As you may have appreciated receiving an appointment as a result of being on our cancellation list, we ask that you consider others who are waiting as well, and allow for sufficient notification when canceling an appointment. Thank you in advance for your understanding and cooperation in this regard.

FINANCIAL POLICY

Payment is due on the day services are rendered. This includes all co-pays and non-insurance covered office visits. Non-payment of co-pays will result in a \$10 fee to cover statements costs. We do not extend credit for the following: vitamins, diet supplements, books and/ or homeopathic remedies. There will be a \$25 service fee incurred for all returned checks.

INSURANCE BILLING

Our office participates with Medicare and many commercial health insurance plans. We will submit claims to primary and secondary carriers, however we do not bill out tertiary claims unless it is to Medicaid.

Claims submitted to an insurance carrier we do not participate with will be processed only once. If a response is not received within 60 days, the balance due will become the patient's responsibility.

We suggest that you contact your insurance carrier directly and inquire as to participation, eligibility and coverage prior to your new patient appointment.

Any billing and/or insurance questions may be directed to our billing coordinator.

AFTER HOURS CARE

We have available to you an after hours service for urgent medical problems. You may call 517-780-3617.

IT IS IMPERATIVE THAT IN A TRUE EMERGENCY, YOU CALL 911 OR GO TO NEAREST EMERGENCY ROOM.

PRESCRIPTIONS

Please request any prescription refills during your office visit. Our doctors/ nurse practitioner strive to provide prescription refills long enough to carry you through to your next office visit. If you do not have any refills left, it is most likely an indication that you are due for a follow-up office visit and should call our office to schedule one. We are no longer accepting faxed refill requests from your pharmacy.

MEDICAL RECORDS

If we copy medical records for the purpose of coordination of care, there is no fee.

If you wish to have medical records sent to yourself or another practice due to your transfer, a fee will be charged. A signed release/authorization is required.

Completion of forms by our doctors/ nurse practitioner for reasons such as Family Medical Leave Act, disability, handicap parking permit application, life insurance, etc. will require an office visit. Please mention the specific form to our staff when making the appointment.