

Welcome to Shreveport Internal Medicine

Below are some important office policies and procedures that we would like you to review.

Payment Policy

Any co-pay, deductible or co-insurance will be collected when you check in. We accept most forms of payment including cash, check, Visa, MasterCard, Discover, American Express, Apple Pay and EMV chip cards.

We will be happy to file your insurance as a courtesy as long as the insurance information you provided is correct. In the event that your insurance carrier does not make payment or makes only a partial payment for services rendered by Shreveport Internal Medicine, it will be the patient's responsibility to pay all balances due within 60 days.

*Payment arrangements can be made for a limited time, but must be approved by our Patient Financial Services Department, 318-629-0220.

All accounts over 90 days will be placed in our collections process which could lead to dismissal from the clinic.

If you have an HMO or PPO insurance policy, it is your responsibility to verify that the doctor you are seeing is a participating provider and that you will receive network benefits.

For all insurance policies that have lapsed into a grace period, payment in full is expected the day of service. Once cleared and paid by your insurance company, a refund will be issued to you for the amount deemed by your insurance company.

Medication Refill Policy:

It is the policy of this office that medication will only be refilled during regular office hours. It is the patient's responsibility to monitor their medication and request refills Monday through Thursday from 8:00 am to 4:30 pm and on Friday from 8:00 am to 12:00 noon. **Please allow 24-48 hours for your prescription to be filled.**

Quest Diagnostics:

As a convenience for our patients, Quest Diagnostics is here in our office to draw labs. They are employees of Quest Diagnostics, not Shreveport Internal Medicine. They may not be the preferred lab or in network for your insurance. Please call your insurance company to verify which lab you can use that would give you the best benefits. Shreveport Internal Medicine is unable to determine that for you.