



New patients wanting to schedule an appointment, call the office location your doctor has referred you to. Our phones are answered Monday-Friday and office phone times vary by location.

Once your new patient appointment is scheduled, we will mail you a new patient packet within a month of your appointment. Please complete the new patient packet and bring it with you to your appointment. If you did not receive the new patient packet in the mail, please arrive 15-20 minutes early for your appointment or print and complete the new patient packet from our website.

We encourage all patients to bring a family member or friend to your appointments. You may also consider bringing a notebook to write down any important notes during your appointment.

What to Bring to Your New Patient Appointment

- Photo Identification
- Insurance Cards
- Co-pay
- Medication List (listing prescribed medications and any supplements you are taking)
- New Patient Packet
- Depending on office location all new patients will need to leave a urine sample

What to Bring to Your Return Patient Appointment

- Photo Identification
- Insurance Cards
- Co-pay
- Medication List (listing prescribed medications and any supplements you are taking)
- Each patient should be prepared to fill out any required forms when they arrive for their scheduled appointment.

Insurance Referrals

Indiana Nephrology & Internal Medicine PC accepts Medicare and most insurance plans, however, we encourage each patient to check with their insurance to be sure their physician is in their insurance network. It is the patient's responsibility to ensure we have all required insurance referrals for any appointments. Unless you have a medical emergency, your visit will be rescheduled if we don't have a physician referral authorization for your visit and you are unable to obtain one in time. Some insurance plans will not pay for any tests or treatment performed during an unauthorized initial visit.

Appointment Cancellation Policy

Indiana Nephrology and Internal Medicine PC, requires 24 hour notice for any appointment cancellation. There will be a charge for any missed appointment if we have not received notification of a cancellation within this time frame.

You are financially responsible for the following:

- Services not covered by insurance
- Co-pays and balances remaining after your insurance company has paid. This includes deductibles and coinsurance, the percentage which is your obligation.
- Balances that remain unpaid 60 days after they have been filed with your insurance company, but we have received no payment or response.
- Payment in full is expected within 30 days of your first billing statement.

Self-pay and services not covered by insurance

If you don't have insurance or we don't have a contract with your insurance company, you will be expected to pay at the time of your appointment.