

HIPAA

NOTICE OF PRIVACY PRACTICES FOR THE OFFICES OF:

Reproductive Medicine Associates of Michigan

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.

If you have any questions about this notice, please contact

Reproductive Medicine Associates of Michigan

Of our office at

130 Town Center Dr., Suite 106
Troy, MI 48084
(248) 619-3100

WHO WILL FOLLOW THIS NOTICE

This notice describes the information privacy practices followed by our employees, staff and other office personnel. The practices described in this notice will also be followed by health care providers you consult with by telephone (when your regular health care provider from our office is not available) who provide "call coverage" for your health care provider.

YOUR HEALTH INFORMATION

This notice applies to the information and records we have about your health, health status, and the health care and services you receive at this office. We are required by law to give you this notice. It will tell you about the ways in which we may use and disclose health information about you and describes your rights and our obligations regarding the use and disclosure of that information.

HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU

For Treatment

We may use health information about you to provide you with medical treatment or services. We may disclose health information about you to doctors, nurses, technicians, office staff or other personnel who are involved in taking care of you and your health.

For example, your doctor may be treating you for a heart condition and may need to know if you have other health problems that could complicate your treatment. The doctor may use your medical history to decide what treatment is best for you. The doctor may also tell another doctor about your condition so that doctor can help determine the most appropriate care for you.

Different personnel in our office may share information about you and disclose information to people who do not work in our office in order to coordinate your care, such as phoning in prescriptions to your pharmacy, scheduling lab work and ordering x-rays. Family members and other health care providers may be part of your medical care outside this office and may require information about you that we have.

For Payment

We may use and disclose health information about you so that the treatment and services you receive at this office may be billed to and payment may be collected from you, an insurance company or a third party. For example, we may need to give your health plan information about a service you received here so your health plan will pay us or reimburse you for the service. We may also tell your health plan about a treatment you are going to receive to obtain prior approval, or to determine whether your plan will cover the treatment.

For Health Care Operations

We may use and disclose health information about you in order to run the office and make sure that you and our other patients receive quality care. For example, we may use your health information to evaluate the performance of our staff in caring for you. We may also use health information about all or many of our patients to help us decide what additional services we should offer, how we can become more efficient, or whether certain new treatments are effective.

Appointment Reminders

We may contact you as a reminder that you have an appointment for treatment or medical care at the office.

Treatment Alternatives

We may tell you about or recommend possible treatment options or alternatives that may be of interest to you.

Health-Related Products and Services

We may tell you about health-related products or services that may be of interest to you.

Please notify us if you do not wish to be contacted for appointment reminders, or if you do not wish to receive communications about treatment alternatives or health-related products and services. If you advise us in writing (at the address listed at the top of this Notice) that you do not wish to receive such communications, we will not use or disclose your information for these purposes.

SPECIAL SITUATIONS

We may use or disclose health information about you without your permission for the following purposes, subject to all applicable legal requirements and limitations:

To Avert a Serious Threat to Health or Safety

We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

Required By Law

We will disclose health information about you when required to do so by federal, state or local law.

Research

We may use and disclose health information about you for research projects that are subject to a special approval process. We will ask you for your permission if the researcher will have access to your name, address or other information that reveals who you are, or will be involved in your care at the office.

Organ and Tissue Donation

If you are an organ donor, we may release health information to organizations that handle organ procurement, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate such donation and transplantation.

Military, Veterans, National Security and Intelligence

If you are or were a member of the armed forces, or part of the national security or intelligence communities, we may be required by military command or other government authorities to release health information about you. We may also release information about foreign military personnel to the appropriate foreign military authority.

Workers' Compensation

We may release health information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

Public Health Risks

We may disclose health information about you for public health reasons in order to prevent or control disease, injury or disability; or report births, deaths, suspected abuse or neglect, non-accidental physical injuries, reactions to medications or problems with products.

Health Oversight Activities

We may disclose health information to a health oversight agency for audits, investigations, inspections, or licensing purposes. These disclosures may be necessary for certain state and federal agencies to monitor the health care system, government programs, and compliance with civil rights laws.

Lawsuits and Disputes

If you are involved in a lawsuit or a dispute, we may disclose health information about you in response to a court or administrative order.

Subject to all applicable legal requirements, we may also disclose health information about you in response to a subpoena.

Law Enforcement

We may release health information if asked to do so by a law enforcement official in response to a court order, subpoena, warrant, summons or similar process, subject to all applicable legal requirements.

Coroners, Medical Examiners and Funeral Directors

We may release health information to a coroner or medical examiner.

This may be necessary, for example, to identify a deceased person or determine the cause of death.

Information Not Personally Identifiable

We may use or disclose health information about you in a way that does not personally identify you or reveal who you are.

Family and Friends

We may disclose health information about you to your family members or friends if we obtain your verbal agreement to do so or if we give you an opportunity to object to such a disclosure and you do not raise an objection. We may also disclose health information to your family or friends if we can infer from the circumstances, based on our professional judgment that you would not object. For example, we may assume you agree to our disclosure of your personal health information to your spouse when you bring your spouse with you into the exam room during treatment or while treatment is discussed.

OTHER USES AND DISCLOSURES OF HEALTH INFORMATION

We will not use or disclose your health information for any purpose other than those identified in the previous sections without your specific, written Authorization. If you give us Authorization to use or disclose health information about you, you may revoke that Authorization, in writing, at any time. If you revoke your Authorization, we will no longer use or disclose information about you for the reasons

covered by your written Authorization, but we cannot take back any uses or disclosures already made with your permission.

If we have HIV or substance abuse information about you, we cannot release that information without a special signed, written authorization from you that complies with the law governing HIV or substance abuse records.

YOUR RIGHTS REGARDING HEALTH INFORMATION ABOUT YOU

You have the following rights regarding health information we maintain about you:

Right to Inspect and Copy

You have the right to inspect and copy your health information, such as medical and billing records, that we use to make decisions about your care. You must submit a written request to:

Reproductive Medicine Associates of Michigan

Of our office at

130 Town Center Dr., Suite 106
Troy, MI 48084
(248) 619-3100

in order to inspect and/or copy your health information. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other associated supplies. We may deny your request to inspect and/or copy in certain limited circumstances. If you are denied access to your health information, you may ask that the denial be reviewed. If such a review is required by law, we will select a licensed health care professional to review your request and our denial. The person conducting the review will not be the person who denied your request, and we will comply with the outcome of the review.

Right to Amend

If you believe health information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment as long as the information is kept by this office.

We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- a) We did not create, unless the person or entity that created the information is no longer available to make the amendment.
- b) Is not part of the health information that we keep.
- c) You would not be permitted to inspect and copy.
- d) Is accurate and complete.

Right to an Accounting of Disclosures

You have the right to request an "accounting of disclosures." This is a list of the disclosures we made of medical information about you for purposes other than treatment, payment and health care operations. To obtain this list, you must submit your request in writing to:

Reproductive Medicine Associates of Michigan

Of our office at

130 Town Center Dr., Suite 106
Troy, MI 48084
(248) 619-3100

It must state a time period, which may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper, electronically). We may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

Right to Request Restrictions

You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for it, like a family member or friend. For example, you could ask that we not use or disclose information about a surgery you had.

We are Not Required to Agree to Your Request

We may not (and are not required to) agree to your restrictions with one exception: If you pay in full (out of pocket) for a service you receive from us, and you request that we not submit the claim for this service to your health insurer or health plan for reimbursement, we must honor that request.

If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

Right to a Paper Copy of This Notice

You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive it electronically, you are still entitled to a paper copy. To obtain such a copy, contact:

Reproductive Medicine Associates of Michigan

Signature

CHANGES TO THIS NOTICE

We reserve the right to change this notice, and to make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future. We will post a summary of the current notice in the office with its effective date in the top right hand corner. You are entitled to a copy of the notice currently in effect.

To request restrictions, you may complete and submit a Request For Restricting Uses and Disclosures and Confidential Communications Form Information to:

Reproductive Medicine Associates of Michigan

Right to Request Confidential Communications

You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail.

To request confidential communications, you may complete and submit the Requests For Restricting Uses and Disclosures and Confidential Communications to:

Reproductive Medicine Associates of Michigan

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with our office or with the Secretary of the Department of Health and Human Services. To file a complaint with our office, contact:

130 Town Center Dr., Suite 106
Troy, MI 48084
(248) 619-3100

HIPPA Acknowledgement

I have been offered, received, read and/or understand Reproductive Medicine Associates of Michigan's Notice of Privacy Practices. I understand that this information will be used to carry out treatment, payment, and normal healthcare operations of Reproductive Medicine Associates of Michigan. I understand that I may request, in writing, that you restrict how my private information is used or disclosed to carry out treatment, payment, or healthcare operations. I also understand that you are not required to agree to my requested restrictions, but if you do agree, then you are bound to abide by such restrictions.

You will not be penalized for filing a complaint.



PATIENT REGISTRATION

PLEASE PRINT. ALL INFORMATION WILL REMAIN CONFIDENTIAL. THANK YOU!

SCHEDULED APPOINTMENT DATE: _____ HAVE YOU OR YOUR PARTNER EVER BEEN HERE BEFORE? YES NO

LEGAL NAME: _____
(LAST) (FIRST) (MIDDLE)

HOME ADDRESS _____

CITY _____ STATE _____ ZIP _____

PRIMARY PHONE _____ HOME CELL WORK DOB ____/____/____

SECONDARY PHONE _____ HOME CELL WORK AGE _____

SSN # _____ - _____ - _____ MARITAL STATUS: SINGLE MARRIED
(THE LAST 6 DIGITS ARE REQUIRED)

MAY WE CONTACT YOU VIA EMAIL? YES NO IF YES, EMAIL ADDRESS: _____

EMERGENCY CONTACT NAME _____ RELATIONSHIP _____ PHONE _____

ARE YOU EMPLOYED? YES NO IF YES, YOUR EMPLOYER _____ OCCUPATION _____

EMPLOYER'S ADDRESS _____ CITY _____ STATE _____ ZIP _____

WORK PHONE _____ MAY WE CONTACT YOU THERE? YES NO

PARTNER NAME _____
(LAST) (FIRST) (MIDDLE)

SSN # _____ - _____ - _____ DOB ____/____/____ AGE _____ Male Female

EMPLOYED BY _____ OCCUPATION _____

WORK PHONE _____ CELL PHONE _____

DOES YOUR LEGAL NAME MATCH YOUR INSURANCE? YES NO

PATIENT INSURANCE COVERAGE

NAME OF INSURANCE _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
TELEPHONE _____
POLICY # _____
GROUP # _____
POLICY HOLDER _____

SPOUSE/PARTNER INSURANCE COVERAGE

NAME OF INSURANCE _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
TELEPHONE _____
POLICY # _____
GROUP # _____
POLICY HOLDER _____

PARTNER COVERED UNDER THIS POLICY? YES NO

PARTNER COVERED UNDER THIS POLICY? YES NO

*** PLEASE BE PREPARED TO PRESENT YOUR INSURANCE CARD AND VALID GOVERNMENT ISSUED PHOTO ID TO THE RECEPTIONIST ***

REFERRED BY (MARK ALL THAT APPLY)

Yes No

DOCTOR (PLEASE LIST NAME) _____ MD DO

FRIEND / WORD OF MOUTH (PLEASE LIST NAME) _____

MAY WE CONTACT THIS PERSON FOR REFERRING YOU? YES NO, I PREFER TO BE DISCREET

INSURANCE CO. _____

RMA OF MI EMPLOYEE _____

RMA OF MI WEBSITE

RMA OF MI SEMINAR

RADIO

BILLBOARD

INTERNET

I authorize payment of Medical Benefits to this facility/doctor. I authorize release of any medical information needed to process the claim. I hereby agree to pay for all services rendered to the above mentioned patient as incurred. I understand there is no guarantee any or all services will be covered by my insurance company. In the event of account default, I promise to pay collection costs and reasonable attorney fees as required effecting collection on the debt. I understand that should my account become delinquent or should I fail to pay as promise; RMA of Michigan reserves the right to deny further care to me either temporarily or permanently.

SIGNATURE _____ DATE _____

Shared Protected Health Information

| Name | Results / Medical Info | Bills / Account |
|------|--|--|
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Please Print Patient / Guardian Name

If Guardian, Relationship to Patient

Signature of Patient / Guardian

Date



Brad T. Miller, M.D.
Lynda J. Wolf, M.D.

Patient Financial Agreement

General Financial Provisions:

The patient, or their legal guardian, is ultimately responsible for all services incurred at RMA of Michigan. Spouses cannot sign this Agreement on behalf of the patient. Your insurance policy is a contract between you and the insurance company. We are NOT a party to that contract. RMA will do its best to verify your insurance benefits. However, RMA is not responsible if your insurance company provides incorrect or false information which results in unexpected out-of-pocket expenses. We strongly suggest you attempt to verify your own insurance benefits and ensure all necessary pre-authorizations are in place prior to the date of service.

Financing Options:

RMA of Michigan has established relationships with several financing companies for those interested in obtaining a low-interest/no interest financing. RMA does not carry balances or offer payment plans. Our Financial Counselor is available to discuss these program details.

If We Participate With Your Insurance Company:

RMA of Michigan participates and submits claims to the following insurance carriers provided we have all required information and you have granted Assignment of Benefits so that payment is made to us:

- Aetna
- Blue Cross Blue Shield of Michigan (excluding Blue Choice)
- William Beaumont Employee Health Plan
- Cofinity
- United HealthCare
- HAP
- Health Plus PPO

Patient must pay the difference between the charges and the anticipated insurance payment at the time the services are incurred. This includes all non-covered services, unpaid deductibles and co-pays. If your insurance company pays less than anticipated; we will bill you for the balance. You agree to clear that balance within 30 days. We are not able to offer payment plans.

RMA will make every attempt to resolve insurance claim issues with your insurance company.

Please inform us upon receipt of a new insurance card or any changes in coverage. This prevents delays in processing claims.

If We Do Not Participate With Your Insurance Company Or You Are Uninsured:

All services must be paid on the date services are rendered. We do not carry balances or offer payment plans. RMA of Michigan does not verify benefits or submit claims for insurance companies not listed above.

Payment Methods

The following payment methods are accepted: Money order, cashier check, Debit Card, Visa, MasterCard, and Discover, cash and personal check for payments not to exceed \$700.00.

IVF deposits may be paid by certified check or credit card and must be paid at least one week in advance of your cycle start.

130 Town Center Drive, Suite 106 ▪ Troy, Michigan 48084
Phone (248) 619-3100 ▪ Fax (248) 619-9031 ▪ www.rmami.com

NSF Check Policy

Returned checks will incur a \$25.00 fee for each returned check. Once we receive a returned check, future payments must be made by credit card, money order, and cashier check. Cash can be used when payment does not exceed \$700.00.

Cryopreservation and Storage Fees

If you have consented to freeze your embryos, oocyte, and/or sperm, a storage fee will occur. If storage fees are not paid within 30 days, the fee will be considered delinquent. Cryopreservation is not included in your cost estimate and is due within 5 days of the service being performed. Cryopreservation fees that become delinquent will enter the same collection process as unpaid storage fees. Additionally, RMA of Michigan reserves the right to consider unpaid cryopreserved items as unwanted or abandoned and has the right to discard after all internal attempts to obtain payment have been exhausted.

Cancellation of Cycle

If your cycle is cancelled for any reason, you will be charged for all services up to that point. Any cycle deposit money remaining after those services are paid can be refunded to you. Please notify the financial department when the cycle is cancelled so that your refund request can be processed timely. Refunds take approximately 2 weeks from the date of request.

If you are undergoing an IVF cycle and convert to an insemination cycle, you will only be charge for the actual procedures performed during both cycles. An excess amount paid in your cycle deposit will be refunded to the patient/guarantor once the patient has been released from care and all insurance dispositions received.

Medications

Your physician will provide you with the necessary prescriptions for your treatment cycle. You may have the prescriptions filled at your local pharmacy or we can recommend a specialty pharmacy that may offer a cost advantage if your fertility medications are not covered by insurance. Some insurance companies require prior authorization before they will cover the cost of the fertility medications. We will complete the paperwork necessary to obtain this authorization when necessary.

Anesthesia

Anesthesia Staffing Consultants, Inc. (a separate entity) provides our patients with anesthesia services. The anesthesia fee for egg retrieval is **\$400.00** and will be **billed to you directly by Anesthesia Staffing Consultants, Inc. (ASC)**. Anesthesia payment is due at the same time your IVF payment is due. ASC accepts checks, Visa, MasterCard, Discover and American Express as method of payment. Any questions regarding your anesthesia charges and to make payment please contact them directly at **(248) 258-5058**.

Subsequent Cycles and Treatment

Your account must be reconciled prior to any new cycle start. This means that you must have a \$0.00 balance on both your patient account and insurance account. If it is not, you will not be able to proceed with the start of further treatment until it is reconciled.

Requests for Medical Records

We will gladly provide you with copies of your medical records. For each request we must have a signed medical records release form which contains the name, address and fax number of the healthcare provider where you wish the records to be sent. This form is available on our website at www.rmami.com. Spouses cannot authorize record release for one another. Copying fees, based upon the Michigan Medical Records Access Act, Act 47 of 2004, are \$23.00 per request for 2012 and can change on an annual basis. This fee may be waived when your medical records are for the purpose of sharing with your primary care doctor or your ob-gyn. We cannot copy your medical records that were provided to us from your other healthcare providers. You will need to contact those healthcare providers directly. Please allow five (5) days for us to respond to your copying request.

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Refunds

Overpayments and credit balances will be refunded to the appropriate party after review of the account. Patient refunds will not be processed until all insurance dispositions are received, if applicable. Once a refund is requested, it may take up to 2 weeks to be processed.

Delinquent Accounts

All accounts that cannot be collected by RMA of Michigan will be referred to a collection agency or attorney for further collection action in accordance with established guidelines as deemed appropriate. Any fees assessed will be the responsibility of the debtor. Additionally, RMA will no longer be able to offer care to those whose accounts needed third-party assistance to collect on the debt.

Patient Acknowledgement and Guarantee

I have read, understand, and agree to the Patient Financial Policy. I understand that charges not covered by my insurance company, as well as applicable co-payment and deductibles, are my responsibility and I guarantee that my account with RMA will be paid per the terms of the Agreement.

Print Patient Name

Signature of Patient

Date

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