

PATIENT PORTAL HEALOW



JCMG's Patient Portal enables you to manage your personal medical records, communicate with your providers, and make more informed decisions about your health. Speak with a receptionist to enable the patient portal for your account. Once you're "web-enabled", download healow (our patient portal app) on your phone. To download healow, scan the QR code and use **JCMG's practice code: FIEIBD**

YOUR RIGHTS AS A JCMG PATIENT

- You have the right to be treated with respect and dignity.
- You have the right to receive care without regard to age, color, disability, genetic information, marital status, national origin, pregnancy, race, religion, gender, gender identity or expression, sex, sexual orientation, or veteran status.
- You have the right to confidentiality of all records and communications regarding your medical history and health care to the extent provided by law.
- You have the right to request and receive information about your diagnosis and treatment from your health care provider.
- You have the right to choose an Advance Directive to designate the kind of care you wish to receive should you be unable to express your wishes. Your right to make decisions about health care does not mean that you can demand treatment and services that are medically inappropriate or unnecessary.
- You may refuse treatment to the extent permitted by law. It is our responsibility to discuss with you the possible results of your refusal.
- You have the right to proper assessment and management of pain.
- You have the right to receive information necessary to give informed consent prior to the beginning of any procedure and/or treatment, except for emergency situations.
- You have the right to effective communication as a patient of JCMG.
- You have the right to be informed of, and refuse to participate in, any experimental or research treatment.

- You have the right to receive an itemized statement and detailed explanation of your bill.
- You have the right to change primary care physicians or specialists if other qualified physicians are available.
- You have the right to voice concerns about the service and care you receive and register complaints. This includes complaints about waiting times and the conduct of health care personnel.

YOUR RESPONSIBILITIES AS A JCMG PATIENT

- You are responsible for being open and honest with JCMG about your health history, including all medications (both prescription and over-the-counter) you are taking.
- You are responsible for following the suggestions and advice prescribed in a course of treatment by your health care provider(s).
- You are responsible for asking questions and making sure you understand the instructions given to you.
- You are responsible for keeping appointments and arriving on time.
- You are responsible for following health care facility rules and regulations that apply to your conduct as a patient.
- You are responsible for presenting an insurance identification card prior to receiving health care services, verifying that the physician/healthcare facility is an in-network provider, being aware of your benefit plan, paying any necessary copayment at the time you receive treatment, and paying outstanding balances.
- You are responsible to notify your health care provider of demographic updates as well as changes in membership or dependent coverage.
- You are responsible for expressing your concerns to your caregivers in a respectful manner, being considerate of the rights of other patients, and respecting JCMG personnel and property.
- You are responsible for keeping JCMG tobacco- and smoke-free. You may not smoke, use e-cigarettes (vape), or use tobacco products while on JCMG property.
- You are responsible for keeping JCMG a safe environment. You may not bring alcohol, illegal drugs, and/or weapons on JCMG property.

JCMG FACILITIES

JCMG Medical Building

1241 West Stadium Blvd, Jefferson City, MO 65109
(573) 635-JCMG (5264)

JCMG Surgery Center

3520 West Edgewood Drive, Jefferson City, MO 65109
(573) 556-7765

JCMG Orthopaedic Center

1225 West Stadium Blvd, Jefferson City, MO 65109
(573) 635-8000

JCMG East

(Express Care & Family Medicine)
1735 Elm Court, Jefferson City, MO 65109
(573) 634-HURT (4878)

JCMG West

(Family Medicine & MMG Dermatology)
3605 Country Club Drive, Jefferson City, MO 65109
(573) 635-JCMG (5264)

JCMG West Truman

(Family Medicine)
3527 West Truman Blvd, Jefferson City, MO 65109
(573) 635-JCMG (5264)

Professional Therapy Center

1303 Edgewood Drive, Jefferson City, MO 65109
(573) 634-5400

JCMG Family Care Clinic

1306 E Main Street, Linn, MO 65051
(573) 897-2202

Missouri Valley Physicians of JCMG

2303 South Highway 65, Marshall, MO 65340
(660) 886-3364

The Neurology Institute of MMG

525 N Keene St. Suite 301, Columbia, MO 65201
(573) 449-2141

JCMG

PATIENT INFORMATION

Revised July 2022



Jefferson City Medical Group

1241 W Stadium Blvd
Jefferson City, MO 65109

www.JCMG.org
(573) 635-JCMG

JCMG'S MISSION STATEMENT

To provide high quality, cost-effective, patient-centered healthcare to Central Missouri.

PATIENT REGISTRATION

Patients will be required to complete and acknowledge the following forms:

- JCMG Notice of Privacy Practices—HIPAA
- Consent for Treatment, Release of Information, and Financial Obligation

Additional information patients should be aware of:

- It is the patient's responsibility to provide JCMG with their insurance billing information at the time of service. Insurance and pharmacy cards will be scanned as needed, but verified at each visit.
- If a patient's insurance company requires a referral, it is the patient's responsibility to request the referral from their primary care physician. Patients unable to secure the referral prior to the visit will be asked to sign a form acknowledging that they may be financially responsible.
- The patient's insurance plan may require a prior authorization for certain radiological or surgical procedures. Approval is required by most participating insurance plans. Patients who request a procedure which has not been authorized will be asked to sign a statement of patient responsibility.
- Patients presenting with job-related injuries need to provide approval from their employer, billing information, as well as notify the front office staff at time of visit that the injury is job-related. A call may be made to the employer to verify approval of services. JCMG's Occupational Medicine division oversees diagnosis and treatment of job-related injuries. You can call Occupational Medicine at (573) 556-7799 with questions.

- JCMG does not become involved in third-party disputes, such as auto accidents and personal liability. Per your request, JCMG will file these charges with your medical insurance. Charges will need to be paid in full at the time of service.
- Financial responsibility for minors (children) will be based on the individual who signs the form at the initial patient registration. In the state of Missouri, both parents ultimately are responsible for paying a child's health-care expense.
- Minors should be accompanied by a parent/guardian. When this is not possible, the accompanying adult or older child who comes alone needs to have a signed, date-specific authorization from the parent/guardian allowing treatment. If a signed authorization is not available, a call will be made to receive verbal approval from the parent/guardian and verified by two witnesses. The minor will not be treated without parent/guardian written or verbal approval.

PATIENT BILLING

JCMG accepts many insurance plans. Insurance claims will be filed and payments will come directly to JCMG. If applicable, secondary insurance will be filed. Any remaining coinsurance, deductible, and non-covered services will be billed to the patient by JCMG.

MEDICAID: Co-payments will be collected at the time of service. Insurance claims will be filed and payments will come directly to JCMG. Any remaining spend down and non-covered services will be billed to the patient by JCMG. Medicaid patients failing to present a current Medicaid card will be responsible for charges incurred at the time of service.

OTHER INSURANCE PLANS: If a patient's insurance is one of JCMG's participating plans, the patient is responsible for the co-payment, deductible, or co-insurance at the time of service. JCMG will file the claim, and payments will come directly to JCMG. Any remaining balances and non-covered services will be billed to the patient by JCMG.

If JCMG does not participate with an insurance plan, patients are responsible for payment at the time of service. JCMG will provide the patient with an itemized statement/claim to file with the insurance company.

UNINSURED: Patients are expected to pay when services are rendered. JCMG offers a 25% discount if paid in full at the time of service. *Exceptions include: Weight Treatment Center, drugs for any injection services, hearing aids, DOT physicals, sports physicals, retail services & products, cosmetic services & cosmetic fillers, Botox injections, 3D*

OB ultrasound, Platelet Rich Plasma (PRP Injections), lung cancer screening & CTA, Surgery Center implants, devices (such as Mirena), acupuncture, DME supplies, vaccines & administration, allergy testing/treatment, contact lens or Toric & Multifocal lenses, laser nail treatment, FMLA/Disability paperwork, and chiropractic laser or radial pulse wave treatments.

JCMG SURGERY CENTER: The JCMG Surgery Center is operated as a separate facility than JCMG. Therefore, patients will receive a separate bill for services rendered in the JCMG Surgery Center.

LABORATORY: A separate bill may be sent for laboratory services that are processed by an outside laboratory.

RADIOLOGY/IMAGING: JCMG's Radiology services function as an independent diagnostic facility with equipment in multiple departments. Therefore, patients may be responsible for additional co-payment for radiology services, whether in the physician office or in a separate facility depending on patient's insurance plan.

JCMG CENTRAL BILLING OFFICE: The JCMG Billing Office is located in the JCMG Medical Building at 1241 West Stadium Blvd, Jefferson City, MO 65109. They are open 8:00 a.m. to 4:30 p.m., Monday through Friday.

Patients may call (573) 556-5791 with billing questions.

JCMG accepts Visa, MasterCard, Discover, cash, check, or money order for payment.

ADVANCE DIRECTIVE

At a patient's request, a copy of the advance directive will be placed in their medical record. For a copy of the advance directive packet, go to <https://www.JCMG.org/advance-directive-notification/>

CANCELLING APPOINTMENTS

JCMG's policy requires that you provide 24 hours notice when you are not able to keep a scheduled appointment. JCMG may bill you \$25 for a missed appointment. JCMG may bill you \$75 for a missed procedure.

AFTER HOURS ACCESSIBILITY

Patients should call their physician's office and the on-call physician will be notified.

Communication via telephone, online forms, or social media is not monitored outside of JCMG Medical Building hours. If

you need of immediate medical attention outside of our hours, please call 911 or go to the nearest emergency room.

JCMG BUILDING HOURS

JCMG Medical Building is open 7:00 a.m. to 5:00 p.m., Monday through Friday. Individual clinic hours may vary by department or location, as well as individual clinics having various holiday hours. Please call your provider's office to verify clinic hours.

All JCMG facilities close on Easter Day, Thanksgiving Day, and Christmas Day.

Express Care (Stadium) Hours:

Monday – Friday: 7:30 a.m. – 5:00 p.m.

Saturday, Sunday, and most holidays: 9:00 a.m. – 2:00 p.m.

Express Care (Elm Court) Hours:

Monday – Friday: 7:00 a.m. – 7:00 p.m.

Saturday, Sunday, and most holidays: 8:00 a.m. – 3:00 p.m.

COMPLAINTS OR SUGGESTIONS

JCMG welcomes your thoughts for continued quality improvement. To voice a suggestion, compliment, concern, or complaint, please use any of the following:

Billing:

JCMG Central Billing Office
1241 West Stadium Blvd, Jefferson City, MO 65109
(573) 556-5791

Division-Specific:

Contact JCMG and ask for the division's clinic coordinator:
(573) 635-JCMG (5264)

or

Fill out the JCMG Contact Form:
www.JCMG.org/contact-us

Medicare Beneficiaries:

Medicare Beneficiary Ombudsman
www.cms.hhs.gov/center/ombudsman.asp
1-800-MEDICARE (633-4227)
TTY **1-877-486-2048**

You May Also Contact:

Accreditation Association for Ambulatory Health Care, Inc.
5250 Old Orchard Road, Suite 200, Skokie, IL 60077
(847) 853-6060

