Durango Infusion Center

New Patient Welcome Packet

270 E 8th Ave, Ste N101
Durango, CO 81301

970-828-3500

We hope this serves as a resource as you prepare you for your new therapy. Please contact the infusion suite with any questions.

We look forward to serving you.

What to Expect Next When Your Provider Prescribes Intravenous (IV) Treatment

Our practice has an infusion suite staffed by a Registered Nurse who will oversee your infusion from start to finish. Once your infusion treatment is approved by your insurance company, prior to your appointment date, we will provide you with an overview of what to expect for your therapy and will answer any additional questions you may have. If you decide *not* to move forward with your infusion therapy or you have had a change in insurance, please notify us immediately, as well as your provider.

The process to approve and set up your infusion appointment is:

1. **Your provider will initiate the request for treatment by sending the treatment order to the infusion suite to begin the approval process with your insurance company.**

   Once the necessary clinical documents are received from the provider, the infusion suite will request an authorization for treatment from your insurance company. To begin, we will verify your insurance benefits to obtain their approval for treatment and submit the required clinical information. Insurance companies estimate that an **approval or authorization to treat can take 7 or more business days** and a **predetermination can take 15 – 30 business days**. Once a request has been submitted, we will regularly follow up with the insurance company until a decision has been rendered. In some cases, your insurance company may deny a request for therapy. If this occurs, we will work with your provider to appeal the decision. Please be aware that a denial can further delay your treatment, and we will update you if this occurs.

2. **Infusion patients who have an out of pocket responsibility, such as, deductible, coinsurance and /or copay, exceeding $31, are automatically screened for available copay programs or funding.**

   Each patient is assessed for all applicable assistance programs to help minimize the cost of treatment. The Financial Counseling team may call you from phone number 866-302-0606 to complete the application process. Once enrollment is completed, and any out of pocket amount is consented to by the patient, the infusion nurse will reach out to schedule your appointment. If the Financial Counseling representative cannot reach you, please call us at 866-302-0606, Option 1.

3. **Once your insurance company approves treatment and you have been screened for any financial assistance, as applicable, our infusion suite staff will call you to schedule your first appointment.**

   During the call to schedule your first appointment, we will provide an overview of the therapy you are receiving and any location details. We offer plush leather lift chairs, complementary Wi-Fi and tablets, as well as other accommodations to help keep you comfortable during your infusion. If you prefer a blanket, special snacks, or require a device to assist with mobility please be sure to bring these with you. There are additional clinical considerations outlined on the last page of this packet for your convenience as well.

Insurance Terminology for Patients

Prior authorization – an approval from your insurance company for a specific treatment, over a specified time or number of visits, based on their protocols.
Pre-determination – an approval from your insurance company when an authorization is not required but reviews for medical necessity and coverage rules.
Deductible – the amount a patient must pay before insurance will pay any portion of treatment.
Coinsurance – a shared portion the patient must pay before insurance will cover at 100%. Insurance will pay the other shared portion until annual out of pocket maximum is met.
Out of pocket maximum – the total amount of patient responsibility during a plan year, usually a combination of deductible and co-insurance

The Approval Process: Frequently Asked Questions

Our team is diligently working behind the scenes to ensure all steps leading up to your appointment, are completed as thoroughly and efficiently as possible. We know that this therapy is a critical piece of your treatment plan and we do not take this fact lightly. Below is a list of our most frequently asked questions.

1. What can I do to help expedite my first appointment?

Please complete all requested documentation and respond to requests as quickly as possible. If your therapy requires lab work, such as a lab draw for tuberculosis, hepatitis, or JCV, please complete these as soon as possible. Your health insurance company require these documents prior to approving treatment.

2. I have two insurance policies, but which is primary, and which is secondary?

Please complete any requests from your insurance company, such as, Coordination of Benefits (COB) with each insurance carrier. Your two insurance carriers will need to know that you have other coverage. If Medicare is one of your insurance policies, you can review Medicare's rules about when they are secondary on www.cms.gov.

3. What if I cannot afford my treatment?

Patients who have commercial insurance plans may be able to receive funding for their medication through copay assistance programs offered by the pharmaceutical manufacturer. Patients who have Medicare and government plans have options available through various charitable foundations and grants. We also offer payment plan options to help you manage the costs associated with infusion treatments. You may contact our Financial Counselors at 866-302-0606 for any questions or to make payment arrangements.

4. I missed a call from my Financial Counselor. How can I contact them back?

Financial Counselors can be reached by telephone via 866-302-0606. These team members are off site but available to help Monday – Friday, between 7:00am-6:00pm CST. Any representative will be able to assist your needs once you provide basic information, such as, name and date of birth.

5. Will I be asked to pay for my treatment up front?

Yes, your expected responsibility will need to be paid on or before your appointment date. Our representatives can discuss any amounts due from you, after insurance benefits and financial assistance programs are applied.

Preparing for Your First Appointment

In anticipation of your first appointment, please take note and consider the following information to help you. To improve your experience, our sites offer free Wi-Fi, reclining chairs with automatic lift, assorted beverages, and light snacks.

"Do's"

- When we call to schedule your infusion, please let us know if you have recently been ill, have an active infection, and/or are undergoing treatment with antibiotics.
- Please also let us know if you have had or plan to have a dental or surgical procedure. Be sure to inform your dentist or surgeon of the therapy you are being started on as there may be a necessary wait period prior to your first infusion.
- HYDRATE! HYDRATE! HYDRATE! Increase the amount of water you drink. Decrease the amount of caffeine. This helps prepare your veins for successful access the day of your infusion.
- Continue all prescribed medications as ordered by your physician(s). It is crucial to take your normal medications, including blood pressure and blood sugar medications, and allow them time to take effect on your appointment day.
- You may bring any prescription or over-the- counter meds you may need for pain, anxiety, muscle spasms/cramps, or other conditions to aid you through your infusion time. We stock medications to prevent or alleviate any side effects or allergic reactions during the infusion.

"Don'ts"

- Please do not receive any vaccinations without speaking with your provider up to six weeks prior to your first appointment and thereafter while on therapy.
- Do not wait until the day of your infusion to address new or worsening symptoms or problems. If you have any changes or concerns related to your diagnosis, please call the practice to notify the nurse.
- We cannot lift or transfer patients. If you need assistance for lifting, transferring to a chair or going to the restroom when you arrive or during the day, a family member/caregiver must be available to help you.
- For confidentiality, privacy and safety reasons: *Family/guests are not allowed in the infusion suite*, unless you require their assistance to transfer to a chair or to sign consents. Once their assistance with these tasks is finished, the family member must return to the waiting room until your infusion is complete.

We strive to deliver excellent customer service and care to our patients.
We look forward meeting your healthcare needs.