

**Lifespan Family Healthcare, LLC**  
**80 River Road**  
**Newcastle, ME 04553**  
**(207) 563-3366 Fax (207) 563-3393**

**Office Hours:** Monday – Friday 8:30am - 4:30pm  
Ask about our extended hours on Wednesdays

**Location:** Lifespan Family Healthcare is located at 80 River Road in Newcastle, next to the fire station.

**Payments & Insurance Billing:**

As a courtesy to our patients we will submit insurances claims. Please be aware that some or perhaps all of the services rendered may or may not be covered. If your insurance company denies payment, you will be billed.

We are currently participating in the following:

- Anthem Blue Cross/Blue Shield
- MedNet / United Healthcare / Harvard Pilgrim
- Aetna / Cigna / Maine Community Health Options
- Maine Care (not managed care) / Martin's Point
- Medicare (currently not taking new patients)

Please bring your insurance card(s) for each visit. Please be aware it is your responsibility to know your co-pay and/or deductible information, along with information on covered services. If your insurance can not be verified, payment in full is due at the time of service. Once your insurance has been verified, we require payment of co-payments as defined by your primary carrier. We accept cash, checks and major credit cards. A minimum of \$35.00 fee will be assessed on all returned checks. If you do not have medical insurance, payment is due at time of service. If you need special payment arrangements please contact our office manager, prior to your appointment.

**IMPORTANT PLEASE READ** Appointment Cancellations/No shows policy: Please give 24 hours' notice if an appointment needs to be re-scheduled or canceled, otherwise it will be considered a "no show". We charge \$35 for "No Show" appointments. Three "no shows" will be grounds for dismissal from the practice. If you "no show" for your initial appointment, your no show fee will be collected prior to you scheduling your next appointment.

**Forms to fill out and return:**

- Patient Information
- Health History
- Financial Policy (sign)
- Consent for use of PHI (sign)
- Records Release form (sign)

**Form print and keep with your records:**

- Notice of Privacy Practices

**Intake process:** Once you have returned your forms they will be reviewed for acceptance then we will request your medical records. You will be contacted for an appointment once the medical records have been received. If you have an HMO plan you will need to change your PCP to Michael H Clark before your appointment.

We look forward to meeting you and assisting you with your medical needs.  
If you have any questions, please give us a call.

**Telephone Extension Quick Reference**

- 1 - Office information
- 2 - Scheduling Medical
- 3 - Medication refills
- 4 - Megan - Shane's Medical Assistant
- 5 - Sandy - Billing / Administration
- 6 - Kelli - Dr. Clark's Medical Assistant
- 7 - Mickie - Referrals
- 9 - Cally - Medical records
- 0 - Becky - Front Desk/ Counseling Scheduling
- 112- Rebecca – Medical Assistant

**On-call number for after-hours medical questions**

207-882-1062

**Patient Portal – on our website:**

[www.lifespanfamilyhealthcare.com](http://www.lifespanfamilyhealthcare.com)