

**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 Pilgram  
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:**

- \* Patient Information
- \* Health History
- \* Financial Policy (sign)
- \* Patient Consent for Use and Disclosure of Protected Health Information (fill out and sign)
- \* Notice of Privacy Practices (keep)
- \* Records Release form (fill out and sign)

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 - Rebecca - 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- Bekah – Terri’s Medical Assistant

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

207-882-1062

**Patient Portal**

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