

# LIFESPAN FAMILY HEALTHCARE

80 River Road  
Newcastle, ME 04553  
(207) 563-3366 Fax (207) 563-3393

Keep this page  
for your records

**Office Hours:** Monday – Friday 8:00am - 4:30pm  
Ask about our extended hours on Wednesdays and Fridays

**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 insurance claims. Please be aware that some or all 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: (please call your carrier if they are not currently listed)**

Anthem Blue Cross/Blue Shield  
United Healthcare / Harvard Pilgrim  
Aetna / Cigna / Maine Community Health Options  
Medicare (not currently taking) / Maine Care (not currently taking)  
Martin's Point Plans / Most Medicare Advantage Plans

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" medical 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 pages  
Consent for use of PHI and  
Financial Policy (sign)  
Records Release form (sign)

## **Print and keep with your records:**

Notice of Privacy Practices

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**

**0** – Maddie - Scheduling/Front Desk  
**1** – Office and New Patient Information  
**2** – Counseling Scheduling  
**3** – Medication refills  
**4** – Ashley - Shane's Medical Assistant  
**5** – Madi/Rebecca – Dr Feder/Haley/Dr Scott's Medical Assistant  
**6** – Kelli - Dr Clark's Medical Assistant  
**7** – Mary Lou - Referrals/Medical Records  
**9** – Sandy – Billing/Administration

**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 with your insurance company to Michael H Clark prior to your appointment or Steve E Feder for pediatrics.**

## **For after-hours medical questions**

Call 563-3366 and be directed to the on-call service.

## **Patient Portal – on our website:**

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