



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 Tuesdays 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 insurances 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

If you have an HMO plan you will need to change your PCP with your insurance company prior to your first appointment.

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 cannot 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 practice 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”. Arriving 10 minutes past your appointment time will result in rescheduling your appointment and a no-show fee. **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 need to be collected prior to you scheduling your next appointment. Any missed appointment scheduled for the same day that is also missed will result in you being charged the full exam fee.

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/Receptionist
- 1** – Office and New Patient Information
- 2** – Counseling Scheduling
- 3** – Medication refills
- 4** – Sara - Shane’s Medical Assistant
- 5** – Madi/Rebecca – Dr Feder/Haley/Dr Scott’s Medical Assistant
- 6** – Kelli - Dr Clark’s Medical Assistant
- 7** – Becky - Medical Records/Receptionist
- 9** – Sandy – Referrals/Billing/Administration

Intake process: Once you have returned your forms, your intake is reviewed for acceptance, then we request your medical records. Until your records are received, and your care is transferred to our practice, please utilize your current provider's office for any medical concerns. This process can take 4-6 weeks depending on the processing time of the office sending your records. We will call to schedule your New Patient appointment at Lifespan once your medical records

For after-hours medical questions

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

Patient Portal – on our website:

www.lifespanfamilyhealthcare.com