

T.I.M. BITS



*Published for Patients and Employees of Troy Internal Medicine
a Division of Arcturus Healthcare*

IS MY MEDICATION RECALLED?

In the recent past there have been instances where medications have been recalled. Patients have been flooding our phone lines requesting our physicians to write for new prescriptions to replace these recalled medications. Often the medication in question is not actually recalled.

When a medication is recalled it is generally regarding specific lot numbers of the medication, and not the medication in general. There are specific steps you should take before calling our office regarding any concerns you may have over a recalled medication.

Please contact your pharmacy first, before calling our office. Let them know that you are concerned over a medication recall. They will be able to see if the lot number you were dispensed is affected by the recall. If, after calling your pharmacy, your medication is part of the recall reach out to our office. We will relay this information to your physician. Your physician will then make any recommendations regarding switching you to a different medication.

If your medication is not part of the recall, you may continue taking your medication as directed. There is no need to call our office.

Referrals & Prior Authorizations: Are they different?

Daily our Phone Room receives numerous calls asking for referrals to be done. Often these referral requests turn out to be something else entirely. There is a lot of confusion regarding the word referral, and the words prior authorization.

A prior authorization may be required by your insurance for you to receive a medication that is not on the insurance's medication formulary (list of approved medications). In addition, a prior authorization may be needed from your insurance if you are going for testing, such as a CAT scan and MRI.

Referrals are broken down into two categories: (1) A referral is needed when you are going to a specialist, for some insurances. (2) A referral for a "recommendation" is a request to your physician for the name of a specific physician for further follow-up of a specific condition.

If you are seeking a test or medication that your insurance company has stated you need approval for, please ask for a prior authorization when calling. For an approval to a specialist ask for a referral. In the case you are looking for a name/recommendation from your physician, please be clear of this when calling.

Can you help us out?

A statin is a medication that lowers lipids/LDL cholesterol. They are also used in the prevention of cardiovascular disease in high risk patients. Common statins are Lipitor, Zocor, and Crestor, to name a few.

Are you getting your statin medication for **FREE**? Many patients currently get their statin medication filled for free. Some pharmacies, such as Meijer, offer statins at no charge to patients. This is a great benefit to our patients. However, for your insurance company to know that you are compliant with taking your statin medication there is something you should know. Many pharmacies offering free statin medication do not report the sale of the medication to the patient's insurance company. As a result, your insurance company may deem you to be non-compliant. This is even if you are taking a free statin.

You may be wondering how you can correct the insurance company deeming you to be noncompliant. The next time you refill your statin medication give your pharmacist your insurance card. Most importantly, though, be sure to ask the pharmacist to file a **ZERO CLAIM** for your medication. This will ensure that the medication is reported to your insurance company for compliance.

Have you heard the N.E.W.S.?

Troy Internal Medicine would like to invite you to our **FREE** health education lectures presented by Nanette Cameron, Registered Dietician. She will be discussing the 4 pillars of health: **Nutrition-Exercise-Wellness-Sleep**.

Wednesday, August 21st @ 6:00 p.m.
More dates in next newsletter

Please **RSVP** within **24** hours of the event to
248-952-5083.

Feeling Stressed Out?

Karen Samosiuk, our Social Worker, hosts a Stress Management Class for FREE:

Thursday, August 22nd 10 am – 11:30 am
6 pm – 7:30 pm
More dates in next newsletter

Please **RSVP @ 248-952-5083**.

Did You Know?

Troy Internal Medicine has a provider on call **24** hours a day, **7** days a week, when the office is closed and on holidays. We also offer same-day appointments for urgent care issues, as well as **Saturday Urgent Care** hours from **9am-12pm** (phones go on at 8:30am), except for holidays. Before heading to the Emergency Room or Urgent Care, Call Us First.

If you are experiencing a life-threatening emergency, however, please call 911 and go to your nearest emergency room.

Important Phone Numbers

Troy Internal Medicine	248-267-5000
Troy Internal Medicine Fax	248-267-5001
Billing Department	248-267-5000-4
Prior Authorization	248-267-5000-7
Nutrition and Wellness Center	248-952-5083
Nutrition and Wellness Center Fax	248-952-5108
Research	248-312-0025
After Hours	248-351-4708

****After hours is 5pm until 7:30 am next day****

Co-Pays

Just a reminder that **co-pays are due at the time of service**. We do accept personal check, cash, Visa and Mastercard as acceptable forms of payment. **Please have your form of payment ready at checkout**

Cell Phones at TIM

Sensitive medical equipment is in use throughout our suite. **Please turn off your cell phone upon entering our suite**. If you need to make a phone call please take advantage of the area located outside the suite, near the elevators.

BCN Referral Process

Do you need a specialist referral completed by our office? If your answer is yes, request your referral **at least 72 hours** prior to your specialist visit.

Please provide the following when requesting a referral:

DATE OF APPOINTMENT
DOCTOR'S FIRST AND LAST NAME
LOCATION
REASON FOR VISIT
PHONE & FAX NUMBERS

Do You Need a Refill?

Stop! Are you out of your medication?

Before calling the office for a refill please check your pill bottle. Often your physician has provided the pharmacy with a script that contains refills. The refill number will be located on the bottom left of your prescription bottle (i.e. Refills: 3 until 05/01/2019). If there are refills listed on your pill bottle please contact the pharmacy directly to get your refill processed. In the case that you are out of refills, feel free to contact our office directly. One of our receptionists will get a message to your physician to get the process completed. **Please be aware that refills may take up to 48 hours to complete**. Please call us prior to running out of your medication to ensure that your medication can be refilled in a timely manner.

15 Minute Rule

If you have **NOT** been **CALLED** within **15 MINUTES** of checking in, please see the receptionist.