



THE UNIVERSITY OF ARIZONA

Center for Integrative Medicine

Dear Patient:

Thank you for making an appointment at the Arizona Center for Integrative Medicine (AzCIM) clinic at the University of Arizona! To enhance the value of your visit, we have included **an intake form that should be completed and returned to us at least two weeks prior to your visit** (via fax or snail mail; see form for address/fax number). Please do not deliver this to the clinic.

APPOINTMENTS

Please understand that our physicians are consultants only, and are unable to perform the duties of a primary care doctor. In order to have an appointment with us, you must already have an established primary care doctor.

A new patient appointment can last up to 90 minutes, depending on the intricacies and individual needs of the case. This extended time allows our physicians to thoroughly explore patients' medical history, personal experiences, beliefs and goals. Treatment recommendations are usually offered at the time of the first visit, however, with complex cases, a follow-up visit may be required to complete the evaluation. Follow-up visits are typically two to four weeks after the first meeting.

Please complete the attached Patient Intake Form and submit to our Center no later than 2 weeks prior to your appointment. *Please note: if a completed Patient Intake Form is not received two weeks prior to your appointment, the Arizona Center for Integrative Medicine reserves the right to cancel your appointment.*

As a new patient, you will be responsible for providing outside medical records. Medical records may be faxed to 520.626.6484 prior to your first appointment, or brought with you on the day of your visit.

Please hand-carry all vitamins, supplements, and prescription drugs.

Please arrive at least 15 minutes prior to your appointment time to allow time for parking, locating the clinic within the hospital, and proper paperwork to be generated.

CANCELLATIONS

If for any reason you need to cancel your appointment, please let us know as soon as possible, but no later than at least a week in advance (520.694.8888). When you “no-show” or cancel with little notice, AzCIM suffers financially, and the appointment is unavailable to someone else who needs it. We will not allow patients who fail to cancel an appointment in a timely fashion to reschedule.



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BILLING

The AzCIM clinic operates under the Banner University Medical Center (BUMC) and has been established as a **self-pay clinic. Please be prepared to pay for all charges on the same day of service.** If you wish to try to obtain insurance reimbursement on your own, documentation of your clinic visit can be obtained by calling the Banner Patient Financial Services at 1-866-636-0652. **AzCIM is unable to help with billing issues directly.** Please call the BUMC customer service number for billing-related concerns.

Currently, the only insurance plan accepted by the AzCIM is Medicare, and only when Medicare is the patient's primary insurance. Claims will be submitted under Medicare guidelines only when Medicare provides primary coverage. **AzCIM does not accept Medicare with secondary coverage or any Medicare Advantage plans at this time.** Listed below are the average appointment costs:

New Patient Visit: up to \$490.00 at the time of visit

Follow-up Visits: up to \$175.00 at the time of visit

Please note: *Our fees are set by the Banner University Medical Center and are subject to change.*

Fees paid after the time of service are subject to additional charges.

LOCATION

Our clinic is located at Banner – Alvernon Clinic 707 N Alvernon Way Suite 201 Tucson, Arizona 85711.

For further information, go to our website at: www.azcim.org/clinic

Sincerely,

Randy Horwitz, MD, PhD

Medical Director, Arizona Center for Integrative Medicine