

Miriam M. Torres, M.D.  
Serenity GYN and Functional Medicine  
220 N. Park Blvd., Suite 100  
Grapevine, TX 76051

**Office Hours**

Monday-Thursday 8:30am -5:00pm  
Friday 8:30am-1:00PM

**Financial Policy**

**Payment at time of service**

Dr. Torres participates in most insurance plans, and we will file your insurance for all plans for which she is a contracted in-network provider. We do require all co-payments, co-insurance and deductibles be paid in full at the time medical services are rendered. We do accept cash, checks, debit cards, MasterCard, Visa, American Express, Discover and Care Credit. This portion is based upon an estimate of your co-insurance/deductible and coverage, and any remaining balance due after your insurance carrier pays will be your responsibility. You will be billed, and payment is due upon receipt. It is your responsibility to provide us with your most current billing address, telephone numbers and insurance information at each appointment. We also require the social security number of the patient or guarantor for collection purposes. No shows and Late cancellations are subject to a \$50 fee. Patients more than 10 minutes late to their appointment may need to be rescheduled.

**Health Insurance Procedures**

It is your responsibility to bring your most current insurance card to each appointment. If there are any changes in your insurance information, please bring this to our attention. If the wrong insurance is billed and your claim is denied you will be liable for **full payment**. Please be sure to contact your insurance company directly to ask any questions you may have regarding your coverage and benefits prior to your visit. Every policy is different, and some labs and procedures may not be covered or may be subject to a deductible- it is your responsibility to know your benefit plan and what are covered and non-covered services. Our office will be glad to provide you with any information you might need.

If your claim is not paid in a timely manner or pended for information from the patient or for a pre-existing investigation, it is then the patient's responsibility to assist in resolving these claim issues.

**Prescription and Medication Refills**

To ensure that you have your medication when you need it, please contact your pharmacy and have them fax a refill request to us during regular business hours. **Refill requests are handled only during regular business hours.** Request for antibiotics and certain medications will require an examination by Dr. Torres. If you have any questions or concerns regarding medication, please call our office and ask to speak with the nurse or medical assistant. Please allow 24-48 hours for processing.

**Acknowledgement of Practice's Notice of Privacy Practices**

I acknowledge that I was provided a copy of the Notice of Privacy Practices (NPP), and that I have read (or had the opportunity to read if I so choose) and understand the Notice of Privacy Practices (NPP) and agree to its terms. To file a complaint with the Texas Medical Board call 1-800-201-9353

**Records Release**

I hereby authorize Serenity GYN and Functional Medicine to furnish any medical records and/or other necessary information needed to process an insurance claim.

**Consent to Treat**

I authorize medical treatment by Miriam Torres, M.D. and her staff. I authorize payment of medical benefits to Southlake GYN and Wellness dba Serenity GYN and Functional Medicine.

My signature below represents my agreement with the above written policies.

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date