

IUD ORDERING PROCESS

WE ORDER ALL OF OUR IUDS THROUGH A SPECIALTY PHARMACY CALLED CARE PLUS. UPON RECEIPT OF YOUR SIGNATURE ON THE ORDER FORM, WE WILL FAX THE ORDER WITH YOUR INSURANCE INFORMATION TO VERIFY BENEFITS. DURING THIS PROCESS THE SPECIALTY PHARMACY MAY CALL YOU TO VERIFY CERTAIN INFORMATION OR BENEFITS. PLEASE MAKE SURE YOU RETURN THEIR CALL AS YOUR ORDER MIGHT BE CANCELLED IF NO RESPONSE IS GIVEN. THIS PROCESS CAN TAKE UP TO A MONTH. IF A MONTH HAS GONE BY AND YOU HAVE NOT HEARD FROM OUR OFFICE TO SCHEDULE INSERTION, PLEASE CALL THE SPECIALTY PHARMACY FIRST TO CHECK THE STATUS OF THIS ORDER. THE PHONE NUMBER TO CALL REGARDING THE STATUS OF YOUR IUD IS LISTED BELOW.

CARE PLUS: (619) 291-7377

IMPORTANT: IF AT ANY TIME YOU DECIDE YOU DO NOT WANT THE IUD, CONTACT CARE PLUS AT THE NUMBER ABOVE. IF THE IUD IS ALREADY RECEIVED AND NEEDS TO BE RETURNED DUE TO THE PATIENT'S CHOICE, A \$50.00 NON-REFUNDABLE HANDLING FEE WILL BE BILLED TO THE PATIENT.

ABANDONED IUD POLICY

TO AVOID ABANDONMENT OF YOUR IUD, YOU MUST CONTACT THE SPECIALTY PHARMACY CARE PLUS IF YOU DECIDE YOU NO LONGER WANT YOUR IUD. IF YOUR IUD WAS ALREADY RECEIVED BY OUR OFFICE AND YOU DO NOT WANT TO PROCEED WITH THE INSERTION, YOU WILL BE CHARGED A \$50.00 HANDLING FEE AND THE DEVICE WILL BECOME THE PROPERTY OF WOMEN'S HEALTHCARE ASSOCIATES OF REDDING.

(THE DEVICE CANNOT BE GIVEN TO THE PATIENT TO TAKE FROM THE OFFICE AS IT IS A MEDICAL DEVICE)

AFTER WE RECEIVE THE DEVICE, **THREE** ATTEMPTS WILL BE MADE TO CONTACT THE PATIENT BY TELEPHONE TO SCHEDULE AN APPOINTMENT FOR INSERTION. IF OUR PHONE ATTEMPTS ARE UNSUCCESSFUL, A LETTER WILL BE MAILED TO THE PATIENT. IF THERE IS NO RESPONSE RECEIVED BY THE PATIENT WITHIN **30** DAYS AFTER THE INITIAL CONTACT ATTEMPT, THE IUD WILL BE CONSIDERED ABANDONED AND BECOME THE PROPERTY OF WOMEN'S HEALTHCARE ASSOCIATES OF REDDING.

OUR OFFICE: (530) 246-4455

PATIENT SIGNATURE:..... ACCT#.....

DATE:.....