MAHEC Patient Registration Form

Please complete the following information using black ink. THIS INFORMATION IS CONFIDENTIAL.

☐ Psychiatry ☐ Internal Medicine ☐ FHC Biltmore ☐ FHC Cane Creek ☐ FHC Enka/Candler ☐ FHC Newbridge ☐ Ob/Gyn Biltmore
☐ Pharmacy at Enka ☐ Pharmacy at Biltmore ☐ Ob/Gyn Franklin ☐ Women's Care Brevard ☐ Deerfield ☐ Givens

PATIENT INFORMATION

Name: _____ Date of Birth: _____

Mailing Address: _____ Birth Sex: ☐ Male ☐ Female

City: _____ State: _____ ZIP: _____ SS#: _____

Home County: _____ Email Address: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

By providing a phone number, mobile phone number, or email address, I authorize MAHEC to contact me or my guardian/legal representative to remind me of appointments, to obtain feedback on my experience at this office, and to provide general health reminders and other information regarding my healthcare.

Special Hearing Needs:

_____

Special Vision Needs:

_____

Uses Wheelchair: ☐ Yes ☐ No

Speech Impaired: ☐ Yes ☐ No

Veteran Status: ☐ Yes ☐ No

Race (select all that apply):

Asian
- ☐ Asian Indian
- ☐ Chinese
- ☐ Filipino
- ☐ Japanese
- ☐ Korean
- ☐ Vietnamese
- ☐ Other Asian

Native Hawaiian/Other Pacific Islander
- ☐ Native Hawaiian
- ☐ Other Pacific Islander
- ☐ Guamanian/Chamorro
- ☐ Samoan

☐ Black/African American
☐ American Indian/Alaska Native
☐ White
☐ Choose not to disclose

Ethnicity (select all that apply):
- ☐ Mexican/Mexican American/Chicano
- ☐ Puerto Rican
- ☐ Cuban
- ☐ Hispanic/Latino/Spanish
- ☐ Non-Hispanic/Latino/Spanish
- ☐ Choose not to disclose

Gender Identity:
- ☐ Male
- ☐ Female
- ☐ Transgender Male
- ☐ Transgender Female
- ☐ Something else: _____
- ☐ Choose not to disclose

Preferred Pronoun (She/Her, He/Him, They/Them etc.):

_____

Sexual Orientation:
- ☐ Lesbian or Gay
- ☐ Heterosexual (or straight)
- ☐ Bisexual
- ☐ Something else
- ☐ Don't know
- ☐ Choose not to disclose

Preferred Language:
- ☐ English
- ☐ Spanish
- ☐ Russian
- ☐ American Sign Language

Something else: _____

Marital Status:
- ☐ Single
- ☐ In a relationship
- ☐ Partner
- ☐ Married
- ☐ Separated
- ☐ Divorced
- ☐ Widowed

Special Populations

Migratory ☐ Yes ☐ No
Seasonal ☐ Yes ☐ No
Homeless ☐ Yes ☐ No

Homeless Status (select one):
- ☐ Not homeless
- ☐ Unhoused
- ☐ Transitional
- ☐ Doubling up
- ☐ Street
- ☐ Permanent supportive housing
- ☐ Something else: _____

EMERGENCY CONTACT INFORMATION

MRN #: _____

Name: _____

Relationship: _____ Phone#: _____

IF PATIENT IS CHILD (UNDER 18)

Responsible Party Name: _____

Relationship: _____ Phone#: _____

ANNUAL HOUSEHOLD INCOME BEFORE TAXES

_____ # of Individuals in Household: _____

The income information above is used for statistical information only and is not used to determine specific patient financial needs.

PRIMARY INSURANCE INFORMATION

Insurance Company: _____ Policy ID#: _____

Policy Holder's Name: _____ Policy Holder's DOB: _____

Policy Holder's Relationship to Patient: _____ Policy Holder's Birth Sex: ☐ Male ☐ Female

Policy Holder's Address: _____

SECONDARY INSURANCE INFORMATION

Insurance Company: _____ Policy ID#: _____

Policy Holder's Name: _____ Policy Holder's DOB: _____

Policy Holder's Relationship to Patient: _____ Policy Holder's Birth Sex: ☐ Male ☐ Female

Policy Holder's Address: _____

ASSIGNMENT OF BENEFITS AND FINANCIAL POLICY

I hereby authorize payment of all insurance, Medicaid, and/or Medicare benefits directly to MAHEC and I authorize them to file insurance on my behalf. I also authorize them to release medical and/or account information to my insurance, Medicaid, and/or Medicare carrier as required to satisfy claims. I agree to notify them should my coverage change.

I understand that MAHEC:

- Expects payment on the date of service (if insured, co pays and deductibles are expected on the date of service).
- Accepts cash, checks, debit cards or major credit cards.
- Expects Medicaid, Medicare and all insurance will be filed for me. However, it is my responsibility to know the details of my insurance coverage and provide MAHEC with current and accurate information.
- Will work with me to establish payment plans.
- Provides services and treatment, which are medically appropriate. However, some of these may not be covered by my insurance plan and these will be my responsibility to pay.
- Expects my insurance company to pay within 90 days from the date of service and will bill me directly if the insurance does not pay.
- Expects the parent or guardian to pay for all services rendered to their dependents.
- Expects me to keep appointments and to call at least 24 hours prior, if I need to cancel. I understand that failure to do this may result in being discharged from the practice.

I have read and understand the above.

Patient or Parent/Guardian Signature: _____ Date: _____

Note: Failure to sign does not relieve you of the above expectations.

MRN #: _____

CONSENT FOR TREATMENT

I voluntarily consent to routine services, medical treatment(s), diagnostic radiology procedure(s), diagnostic lab(s), behavioral health services, and services offered by lay health workers (e.g. doula, community health worker, peer support specialist) as deemed necessary by the healthcare providers treating me at any MAHEC facility. I voluntarily consent to allow MAHEC to seek emergency medical care from a physician or hospital, if needed. I understand that diagnostic procedures may include but are not limited to lab tests on blood, urine, and tissue, including drug screenings. I understand that diagnostic radiology procedures include but are not limited to x-ray, ultrasound, and/or mammography. I understand that the practice of medicine is not an exact science and that diagnosis and treatment may cause injury or even death. I understand I have the right to ask questions about my treatment and/or procedures and the right to refuse any treatment or procedure. I agree to notify my provider of my concerns.

Patient or Parent/Guardian Name (please PRINT): _____

Patient or Parent/Guardian Signature: _____ Date: _____

NOTICE OF PRIVACY ACKNOWLEDGMENT

I have been given the opportunity to read MAHEC's Notice of Privacy Practices, and my questions concerning the Notice have been answered. I understand if I choose not to sign this acknowledgment, MAHEC will continue to provide services to me and will use and disclose my Protected Health Information (PHI) in accordance with MAHEC's Notice of Privacy Practices.

Patient or Parent/Guardian Signature: _____ Date: _____

FOR OFFICE USE ONLY

Primary Care Provider: _____

Copy of insurance card obtained? ☐ Yes ☐ No

Name: _____

DOB: _____

MRN#: _____

Who may we speak with?

This form will allow MAHEC to **discuss** your medical and financial information about the care and services you have received with individuals of your choosing. This form does not allow the listed individuals to obtain copies of your medical or financial information. **You may list up to three (3) individuals below OR choose not to list anyone. You can update this form at any time.**

Person #1 that we can speak with

Name: _____

Relationship: _____ Phone #: _____

Person #2 that we can speak with

Name: _____

Relationship: _____ Phone #: _____

Person #3 that we can speak with

Name: _____

Relationship: _____ Phone #: _____

OR

☐ I do not wish to list anyone at this time.

_____ _____

Signature of patient, parent, or legal guardian Date

SLIDING SCALE DISCOUNT PROGRAM

Compassionate financial support

It is the policy of MAHEC to provide essential services for Medical, Behavioral Health, and Dental Care regardless of the patient's ability to pay. Discounts are offered based on family size and annual income.

The discount will apply to all essential services provided and billable by MAHEC. Services performed by outside organizations and equipment that is purchased from outside companies, including outside laboratory testing, drugs, and x-ray interpretation by a consulting radiologist, and other such services, will not be covered under this policy. This form must be completed every 12 months or if your financial situation changes.

The application can be completed online by using the QR codes below, or you can request a paper application from any front desk team member.

These documents will need to be turned in before your application can be processed: Completed Application and Proof of Income

Applications need to be received within 30 days of your first appointment.

Family Health Centers
Financial Advocate
Phone: (828) 771-5502 | Fax: (828) 579-4208

Mailing Address:
123 Hendersonville Rd, Asheville, NC 28803

Ob/Gyn Specialists
Financial Advocate
Phone: (828) 771-5443 | Fax: (828) 407-2639

Mailing Address:
119 Hendersonville Rd, Asheville, NC 28803

Center for Psychiatry and Mental Wellness
Financial Advocate
Phone: (828) 771- 5466 | Fax: (828) 579-4212

Mailing Address:
125 Hendersonville Rd, Asheville, NC 28803

Dental Health Centers
Financial Advocate
Phone: (828) 398-5918 | Fax: (828) 552-8691

Mailing Address:
123 Hendersonville Rd. Asheville, NC 28803

Internal Medicine
Financial Advocate
Phone: (828) 771-3507 | Fax: (828) 579-3748

Mailing Address:
123 Hendersonville Rd, Asheville, NC 28803

English **Español**

If you have any questions regarding this program, please feel free to contact your Patient Financial Advocate