



PROGRESSIVE  
MEDICAL CARE

☎ 301-769-6640  
☎ 301-769-6650  
✉ [tnaqvi@progressivemedicalcare.com](mailto:tnaqvi@progressivemedicalcare.com)

👤 **DR. TEHSEEN R NAQVI, MD**  
📍 18566 Office Park Drive  
Montgomery Village, MD 20886

## Office Policies

Thank you for choosing Progressive Medical Care (PMC) for your healthcare needs. Our mission is to provide you best available care in our resources and knowledge. Please take time to read/understand following clinic policies to minimize the confusion and frustration.

**Clinic Timing:**

Monday to Friday:	8 am to 7 pm
Saturday:	9 am to 5 pm

We see patients by appointment only. You can make an appointment either by utilizing our App. (MTBC-PHR) or website ([www.progressivemedicalcare.com](http://www.progressivemedicalcare.com)), or by logging into Patient Portal, by sending us an email at [admin@progressivemedicalcare.com](mailto:admin@progressivemedicalcare.com) and by calling us at 301-769-6640, option # 1.

To take care of the urgent need of our patients, we keep 5 slots available every day. Please select the available slot which is convenient for you. These slots fill quickly, do not wait.

If there is a life-threatening emergency or you need immediate attention, please call 911 or visit the nearest ER or urgent care center. Always inform the ER or urgent care that Progressive Medical Care is your primary care provider (PCP) and you need to see us with 48 hours of discharge from the hospital.

### **Before Your Office Visit:**

Some insurance companies require you change the name of your Primary Care Provider (PCP) before your first appointment. Check with your insurance and verify, if you need to change the PCP, please let your insurance company know that you would like to change PCP to Progressive Medical Care or Dr. Tehseen Naqvi. **Please note that Medicaid requires this change.** If insurance denies any claim due to PCP was not changed, you will be responsible for an office visit.

### **Please bring following documents with you:**

- Driver's license or other official picture ID
- Insurance card
- Your medical records.
- A list of your prescription medications, OTC medications, vitamins and other supplements.
- Complete registration forms, you can access the form by visiting our website [www.Progressivemedicalcare.com](http://www.Progressivemedicalcare.com).

### **Running on time:**

please let us know if you have waited more than 15 minutes. Please note that we are running several schedules. If you notice that someone else who arrived after you, is called in before you. There is good chance that this patient is scheduled with a different doctor, or they might only need a blood draw or other quick procedure.



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### **Financial Policies**

**Payment methods:** For your convenience, we take cash, checks and credit cards (American Express, Visa, Master Card, and Discover). There is a \$2.00 credit card processing fee.

### **Rescheduling:**

- If you need to reschedule/cancel an appointment, please do it immediately or 48 business hours prior to your appointment time, to avoid \$50.00 no-show fee.
- If you arrive more than 15 minutes late, your appointment will be canceled, and you will be charged \$50.00. Please note that insurance companies are not responsible for no-show charges. It will be your responsibility.
- If you would like to schedule an appointment for less than 48 hours. In this situation, you cannot change or reschedule/cancel the appointment. If due to some reason, you missed the appointment, you will be charged \$50 for No-Show fee.

### **Copay, co-insurance, and past due balances:**

- Your copays, co-insurance and past due balances are due at the time of check-in. If you do not pay during your visit, then you will be charged an administrative fee of \$10.00.
- Please pay your balance within 25 days to avoid a late fee of \$25.00 and interest charges of 1 1/2% per month.
- There is a **\$50 fee** for filling/completing forms (i.e. DMV, Insurance, Disability, ETC.), please allow 48-72 business hours to complete your request.
- Returned Check: If your check is returned due to any reason, there will be a \$50.00 fee plus any applicable bank charges and interest.
- If past due balance is not cleared within 30 days, your account will go to our in-house collection process. If your balance becomes 65 days old, it will forward to outside collection agency. You may be subject to dismissal from the practice; you will lose the privilege of scheduling appointment, and no refills until the outstanding balance is cleared.



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**Medical Records:** The copies of your medical records will be provided upon written request. There will be a charge of 50¢ per page.

**Prescription Policies**

- The best time to get your refill is at the time of your office visit.
- Please request your pharmacy to send us electronic refill request or you can send us a message through the Patient Portal.
- Please allow **48 business hours** to process refill request. After 48 hours, call your pharmacy to make sure your prescription will be ready, you can also review your prescriptions by logging on to the Patient Portal.
- **No narcotic or antibiotic** and Other Scheduled Medication: We will not prescribe these medications without an examination by our physician. We do not prescribe Narcotic or other scheduled medications for more than 30 days.
- If you have prescription that is written by other providers, we will not fill it until we examine you.
- It is important for your safety that we monitor efficacy, side effect and level of medications as recommended by the manufacturers or FDA. Due to this reason, we need to see you on periodic bases, if you are not seen by our doctor in last six month and/or if you have past due balance, we will not refill your prescription.
- To avoid error, we electronically transmit your prescription to your pharmacy. Please furnish us with correct and complete pharmacy information to avoid any confusion and wastage of time.
- Prescriptions will not be refilled if you have an overdue balance. If you need a prescription refilled, please make payment or call the office to arrange a payment schedule.

**Insurance Coverage**

We accept most major insurances. To make sure your insurance is accepted, please call our office before your scheduled visit. Here are some examples of the insurance we accept, and there are others as well.

- |                    |                     |                                |                          |
|--------------------|---------------------|--------------------------------|--------------------------|
| • AARP             | * Aetna             | *Anthem Blue Cross Blue Shield | * Blue Cross Blue Shield |
| • Cigna            | * Care First        | * Coventry Health              | * Golden Rule Insurance  |
| • Highmark One Net | * Humana            | * Iron Worker Union            | * Medical Mutual of Ohio |
| • MedStar          | * United Healthcare | * USSA                         | * Tricare                |



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**Maryland Medicaid:** We gladly accept Medicaid patients and provide them excellent care. Please note, that Medicaid insurances require the selection of PCP. If your PCP is not Progressive Medical Care, then call your insurance and request them to replace your PCP to Progressive Medical Care. If you do not make this change, you will be required to pay for your visit.

We accept the following Medicaid insurance plans:

- Amerigroup
- Priority Partners
- \* Maryland Physician Care
- \* University Of MD/Riverside
- \* MedStar Family Choice
- \* United Healthcare Community Plan

**Medicare Part B:** We accept Medicare Part B and Railroad Medicare. Please be sure to provide your secondary insurance information so that we will not bill you in error.

### Other Policies

**Treatment of Minors:** Patients under the age of 18 must be accompanied by a responsible adult or/and should have written permission for treatment from a parent or guardian.

**Narcotics:** We do not prescribe narcotics for chronic medical conditions. If you require narcotics for long-term use, our physicians will refer you to a pain management specialist or Pain clinic.

### Specialist Referrals:

Our Referral Department handles referrals. Please allow 2 or 3 business days to prepare your referral. When the referral letters are ready, it will be available on the Patient Portal for your review and retrieval.

As a patient, it is your responsibility to ensure that the specialist is on your insurance panel. It is also your responsibility to ensure that the specialist receives your test results. You should pick up a copy of your test results from our office and hand deliver them to the specialist. We will not fax test results, and it is possible that the specialist will not see you without them. Please understand that it can sometimes take a few weeks to get an appointment with a specialist.

**Lab work:** Some lab workup can be done at the office, such as glucose tests, urine test, and strep. A trained Medical Assistant performs these tests.

**Complete Physical Exams:** We believe that annual complete physical exams with screening lab tests are very important to the maintenance of good health. However, insurance benefits vary. Some policies cover wellness and others do not. Please learn about your benefits before the appointment, so you will know what is covered by your insurance plan.



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### Dismissal

It is very difficult for us to discharge any patient from practice. However, in certain situations, we have to make this decision in the best interest of patient's health. If we discharge you, it means you can no longer schedule appointments, get medication refills, or consider us your doctor. You must find a doctor in another practice.

Common reasons for dismissal are

- Frequent no-shows
- Noncompliance, meaning you don't follow physician instructions about an important health issue
- Providing incorrect personal/insurance or medical information
- Abusive or aggressive behavior toward staff
- Failure to pay your bill on time

If we discharge you from the practice, we will send an email or letter to the your last known email and postal addresses notifying you that you have being dismissed. If you have a medical emergency within 30 days of the date on the letter, we will see you. After that, you must find another doctor. We will forward a copy of your medical records to your new doctor after you sign a release form authorizing us to do so.

By pressing "Accept" I acknowledged that I have read and understood the Progressive Medical Care's policies. I also acknowledge that these policies can change any time without prior notice.

Rev. Date: 1/2018