

# Welcome To Our Office

Thank you for choosing Drs. Moran & Milani for your urological care. We look forward to playing an active role in meeting your healthcare needs.

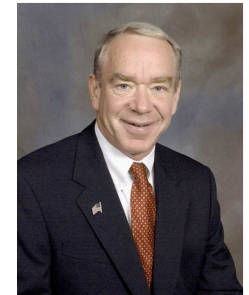
We are a three-physician team dedicated to providing high quality medical care. We want you to feel comfortable with the treatment you receive. All of our physicians are part of the medical staff at LaGrange Memorial Hospital, Hinsdale Hospital, United Shockwave and the Chicago Prostate Center.

For your scheduled office appointment, you will be scheduled with the physician of your choice. However, in the event of an emergency, it may be necessary to see the physician who is on call. Though there may be small variations in their recommendations, all three physicians are equally qualified and are dedicated to provide the most practical and effective solution to meet your healthcare needs.

This brochure is intended to help you better understand how our practice works. In these pages you will find information about financial issues, insurance questions, prescriptions and procedures. We encourage you to read this booklet and keep it handy for future reference.

Sincerely,

Michael J. Moran, M.D.  
George G. Moran, M.D.  
Michael H. Milani, D.O.



## **Uropartners, LLC Drs. Moran & Milani**

5201 S. Willow Springs Rd.  
Suite 380  
LaGrange, IL 60525  
(708) 354-2550

### **Office Hours:**

Monday - Tuesday 9:00 am – 6:00 pm

Wednesday – Friday 9:00 am – 5:00 pm

### **Educational Resources**

The physicians and staff will answer any questions regarding your procedure or treatment. Our office is equipped with many educational materials to help you understand your condition. We are also able to direct you to support groups and other resources designed to help you learn about and cope with your condition. Our physicians continually update their medical training by attending medical education seminars, lectures and meetings. This education is then passed on to you through educational materials and other resources. Please ask about information regarding your condition.

### **Payment**

Co-payments are required at the time of any billable service (except lab work) otherwise a surcharge of \$25 will be assessed. We accept cash, check, Visa, and MasterCard.

Once service has been provided, you will receive a monthly statement from our billing department that will help you follow the progress of the insurance claim. Deductibles and co-insurance are your responsibility and are due within 30 days of your statement.

There is a \$25 surcharge for returned checks. Returned checks will be filed with our collection agency and subsequent payments must be with cash or certified funds.

We try to accommodate all patients and therefore missed appointments or cancellations not made within 24 hours will be assessed a \$25 fee.

These financial policies are subject to change without notice.  
Form 12-9-02

### **We participate in the following insurance plans:**

Aetna	Health Network
Blue Cross Blue Shield PPO	Health Star
Blue Advantage PPO	Medicare
Blue Choice	MCNP
CAPP Care/Beechstreet	PHCS
Cigna Healthcare	Unicare PPO
FPN	United Healthcare
Preferred Plan	
Health Direct	

We are not members of H.P.H. We do not participate in HMO's that are part of an IPA.

Billing questions can be directed to our billing department at (708)492-0502.

Due to the number of insurance companies that we work with, it is not possible for us to know all the covered benefits your plan offers. You should familiarize yourself with what your plan covers (physician services, tests, etc.) by reading all the information that came with your enrollment form and/or policy, prior to your appointment in our office. It is ultimately your responsibility to know your health plan coverage and limitations.

### **Appointments**

All patients are seen by appointment only. Appointment times are approximate because each patient receives individualized attention by the doctor and staff. The doctor may also need to address emergency cases during the day and these emergencies may delay your appointment. Please try to understand if you are asked to wait for the doctor. We will do our best to keep your waiting time to a minimum.

### **Prescription Refills**

Prescription refills should be requested at least 5 days before your current prescription is finished. When calling for a refill, please have the pharmacy name and telephone number available for our nurse. Refills should only be requested during regular office hours. Please consider the holiday schedule when following your medication routine, as the office is closed on all major holidays. Pharmacies are encouraged to fax their requests to us at 708-354-4552. Patients must be seen on an annual basis in order to continue prescription refills.

### **Laboratory Services**

Laboratory tests are done within our office for most psa and urinalysis studies. Other lab work is sent to the LaGrange Hospital Laboratory or the Uropartners Pathology Laboratory, depending on the test and specimen. If your insurance requires testing be done at a specific lab, you will need to get a prescription for the test and have it done according to those restrictions.

### **Financial Policy**

Welcome to our practice. We will endeavor to provide you with efficient, compassionate and high quality care. It is important to our professional relationship that you have a clear understanding of our financial policies. Becoming a patient in our practice requires that you comply with these policies. ***PLEASE READ THE ENTIRE DOCUMENT AS YOU WILL BE SIGNING THAT YOU AGREE TO ABIDE BY THESE POLICIES.*** If you have questions, please ask one of our billing staff.

You are expected to complete and sign the registration form and provide our office with a copy of all current insurance cards. Signing the form acknowledges that you agree to abide by our financial policies. Established patients will be required to provide updated insurance information when requested, and at least every 6 months thereafter. Claims for services will be filed with your insurance company therefore it is imperative that we have up to date insurance information to minimize any delays in obtaining services. If we have contacted your insurance company twice regarding a particular claim and they do not respond, *the amount charged will become your responsibility.* At that time you will need to contact your insurance carrier to find out what needs to be done in order to pay your claim.

Depending on your insurance carrier, certain office visits and procedures require referrals or authorization numbers from your primary physician. It is your responsibility to obtain the appropriate information otherwise we will not be able to provide service for you.

Please keep in mind that we frequently utilize outside entities to provide important ancillary services such as pathology, surgical assistants, laboratories, specialized technical expertise, anesthesia, hospitals and others. These providers have no financial relationship with our office and each has its own financial policies. *Please contact them when you have billing questions regarding their services.*

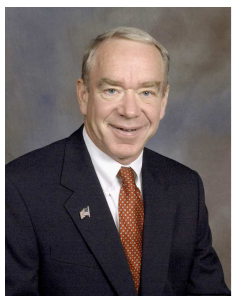
You are responsible for payment in any situation where payment is denied by your insurance company, services are not covered, or if you do not have health insurance. In these circumstances, we will need to take an imprint of your credit card. Payment is due at the time of service unless prior arrangements have been made. We offer payment options also – please inquire. Payments more than 60 days past due are assessed a \$10 per month surcharge.

### **How You Can Help**

- If you are a new patient please be prepared to complete a patient demographic sheet and medical history form. Some patients may be asked to fill out additional forms if their condition warrants it.
- Bring any and all valid medical insurance cards for us to copy. Please be prepared to present your cards at each visit. Even if your insurance has not changed you may have received a new card in the mail with a new group number, mailing address or telephone number that are important to us. Please be aware we want to make sure that you maximize your benefits and current insurance information is a must.
- For your own protection when you request copies of your medical records we will require you to fill out a release form. This procedure will ensure that no one other than you or your designee has access to your medical records.
- The physicians and staff make every effort to keep on time. However, emergencies can put our scheduled office hours behind. If you need to leave, please notify the receptionist so that she can re-schedule your appointment.
- If you bring children with you please remember that they are your responsibility and should not be allowed to disturb other patients in the reception area.
- Please do not use cell phones in our office.

### **Answering Service**

Our answering service is available 24 hours a day, seven days a week. Please keep in mind that after hour calls should be limited to urgent problems and emergencies. If an emergency occurs during office hours, please call the office immediately. If an emergency occurs after office hours, please phone our answering service at 708-857-2860 to page the on-call physician. If this is an emergency that needs an immediate response, please go to the emergency room at your local hospital. The emergency room staff will assess your condition and contact the on-call physician.



Michael J. Moran, M.D.

Dr. Michael Moran earned his medical degree from Rush Medical College in Chicago. This was followed by a surgical internship at Duke University in Durham, North Carolina, and a second year of general surgery at Hines VA Hospital at Loyola University Medical Center in Maywood, Illinois. Urology residency was also completed at Hines and Loyola Hospital along with a six-month residency in pediatric urology at Children's Memorial Hospital in Chicago. He is a member of the American Urological Society, as well as a Fellow of the American College of Surgeons. Dr. Moran is board certified by the American Board of Urology.



George G. Moran Jr., M.D.

Dr. George Moran earned his undergraduate degree at Southern Methodist University and his medical degree from St. Louis University. He completed internship at Cook County Hospital and his urologic residency at Hines VA Hospital at Loyola University Medical Center in Maywood Illinois. His duties locally at LaGrange Memorial Hospital have included Chief of Staff and member of the Board of Governors. Regionally, he has served on the Executive Council of the Chicago Urologic Association and as chairman of the Council of Medical Staff Affairs for the Illinois Hospital Association. Dr. Moran is board certified by the American Board of Urology.



Michael H. Milani, D.O.

Dr. Michael Milani joined the practice in 1999. He received his undergraduate degree from the University of Illinois at Urbana-Champaign. He graduated from the Chicago College of Osteopathic Medicine in 1992. He then completed a six-year residency in general urology at Detroit Riverside Osteopathic Hospital and the Chicago Osteopathic Hospitals, which included rotations at Children's Memorial Hospital. Dr. Milani then completed an additional year of fellowship in urologic oncology at the Roswell Park Cancer Institute in Buffalo, New York. His specialty is urologic cancer. He also practices general urology. He sees both adults and children. Dr. Milani enjoys educating patients and residents. He has given several lectures to the public and to his colleagues. The interns and residents voted him as the teacher of the year in 1995 and 2002. He is board certified in urology.