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Dear patients and families,

During the last six months, I have had to spend an increasing amount of time on the telephone with insurance companies to get approval for medications and ongoing treatment. It is not unusual for a single call to last twenty or thirty minutes. These lengthy calls are extremely frustrating, as they require extended blocks of very precious time during already packed days. On many days, I can easily spend an hour on the phone with insurance companies trying to obtain coverage for visits or for medications.

Historically, I have not charged for telephone calls unless they were very regular and/or very long. However, because of changes in insurance company policy and the companies' increasingly onerous approach to controlling costs, I must now begin charging that for these insurance company calls. Beginning in April 1, I will charge for calls with insurance companies that last more than five minutes.

I will continue to provide free refills, free brief phone calls to patients or their family members, and free fax returns for med refills.

Please feel free to contact me if you would like to discuss this further.

Sincerely,

Neal Mazer, MD, MPH