

OFFICE HOURS

Birmingham Office:

Monday - Thursday 7:00 a.m. - 4:00 p.m.
Friday 7:00 a.m. - 2:00 p.m.
Saturday - Sunday 7:30 a.m. - until last
scheduled patient (patients in active cycles)

Huntsville Office:

Monday through Friday: 7:00 a.m. - 2:30 p.m.
The Huntsville office is not available for
weekends and holiday services.

Montgomery Office:

Monday through Friday: 7:00 a.m. - 2:30 p.m.
The Montgomery office is not available for
weekends and holiday services.

Tuscaloosa Office:

Tuesday and Thursday: 7:30 a.m. - 2:30 p.m.
The Tuscaloosa office is not available for
weekends and holiday services.

SERVICES

In order to provide optimum service in your infertility care, our office opens at 7:00 a.m. weekdays and 7:30 a.m. on weekends and most holidays. We are closed for Thanksgiving Day, Christmas Day, and New Year's Day. Patients reporting an LH surge should leave a message on the voice mail system following the instructions on the message. Weekend services are only offered in Birmingham and are limited to patients requiring treatment or testing on specific days of their cycles. These services or tests include: IVF monitoring, LH surges, intrauterine insemination, collapsed ultrasounds, or post-coital tests. We request that you schedule all weekend services by call the scheduling

department. The Huntsville and Montgomery offices see surge patients Monday through Friday and the Tuscaloosa office on Tuesday and Thursday only; however, if you have a surge on Friday or Saturday you must be seen in the Birmingham office.

BILLING PROCEDURES

We are participants in Blue Cross/Blue Shield PMD, United Health Care, Health Choice, Health Partners and others. Therefore, we will file these claims. Co-payments, co-insurance deductibles and non-covered services are required to be paid at the time of each service. We will file claims with commercial insurance for major surgical procedures and when benefits for our services can be verified prior to the treatment. If we do not file your insurance, we will provide you with the necessary information to file your claims. You will be required to make full payment at the time services are rendered.

PAYMENT OPTIONS

We require payment at the time the services are rendered. We accept cash, check, MasterCard, VISA, American Express and Discover Card. We do not accept cash in our Huntsville, Montgomery or Tuscaloosa offices.

NURSING SERVICES

As you begin treatment with our Program, you will notice that the physicians and nurses work as a team to provide your care. The Nursing Department is led by a Certified Registered Nurse Practitioner. Registered

nurses and licensed practical nurses are all part of the team. These professionals have specialized training in infertility treatment and counseling. The nursing team consults daily with the physicians to discuss patient care and treatment plans. Since our staff is composed of professionals who dedicate a significant amount of time and energy providing individual care for each patient, there is a separate charge for certain nursing services. Many insurance companies consider this fee non-covered and will not pay for it. Therefore, you may be required to pay this charge at the time of service.

SURGICAL PROCEDURES

The physicians primarily perform surgery on Fridays. Once your surgical procedure has been scheduled, you will be notified by the ART Fertility Program's scheduling department. As a service to our patients, we verify all insurance benefits for surgery before your procedure is performed. You will be contacted by the hospital's scheduling department the day prior to your surgery. They will give you an arrival time for surgery and any final instructions.

INFORMATION/FAQ

For additional information or frequently asked questions, please visit our website at www.artprogramAL.com.

**ART FERTILITY PROGRAM
FREQUENTLY CALLED NUMBERS**

Nurse Message Center:

1-205-803-1900
1-800-264-0107

Patient Message Center:

1-205-803-1999
1-800-338-0765

Reception:

1-205-870-9784
1-800-476-9784

Billing and Insurance:

1-205-803-1955
1-800-264-0625

Scheduling:

1-205-803-1960
1-800-338-0758

Surgery Scheduling:

1-205-803-1965
1-800-625-6402

Questions and Answers:

1-205-803-1997

Suggestions:

1-205-803-1996

**ART FERTILITY PROGRAM OF
ALABAMA**

2006 Brookwood Medical Center Drive
Suite 508
Birmingham, Alabama 35209

401 Lowell Drive
Suite 24
Huntsville, Alabama 35801

7209 Copperfield Drive
Montgomery, Alabama 36117

650 Energy Center Blvd.
Suite 1703
Northport, AL 35473

205 870-9784

800-476-9784

Fax 205 870-0698

www.artprogramAL.com
www.readyforourbaby.com
www.eggdonorAL.com

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***PATIENT
SERVICES AND
BILLING GUIDE***

