



1309 Washington Avenue  
Fort Worth, TX 76104  
Office: 817-522-1530  
Fax: 1-817-523-8667

## Frequently Asked Questions

### **How do I become a Physician Senior Services patient?**

To become a patient of our practice, please **fill out completely and sign** our new patient packet, which includes: *New Patient Demographics* (three pages), *Authorization and Agreement for Services*, *Medical Record Release Form*, and *Patient Disclosure Authorization Form*. All forms need to be mailed, faxed, or e-mailed to our office. Someone from our office will call you when we receive your paperwork. We will then verify your insurance and call you back to schedule your first appointment.

### **How do I schedule appointments?**

Our office will schedule appointments for you approximately every four weeks, depending on your medical needs. If you need an appointment because of an acute issue, then call our office and we will help you decide if a Provider or home health visit is needed.

### **What are Physician Senior Services office hours?**

Our office staff is available to take your calls between 8:30 am – 12:00 noon and 1:00 pm – 4:30 pm. If you call during off hours, you may leave a message on our office voice mail or speak with our after-hours message service and someone will return your call. *The after-hours message service is for **urgent** calls that cannot wait until the next business day.*

### **When can I expect a return call after I leave a message?**

Our office staff strive to return calls on the same day they are received. If a call comes in after 2:00 pm, it may be returned on the next business day. Providers may ask a staff member to return your call, depending on the nature of the call and their availability.

### **Can a Provider see me the same day I call with a problem?**

Unfortunately, in most instances a Provider will not be able to see you on the same day you call with a problem. Our Providers have full schedules at many facilities. Our office nurse in most instances can listen to your symptoms and contact your Provider for a solution. The nurse can schedule a visit with your Home Health nurse, order X-rays, labs, or medications based on guidance from your Provider.

### **Are Physician Senior Services providers available 24 hours a day?**

No. We have an after-hours message service that take your call and forward your message to our on call provider. The provider will review the message and order meds or tests as necessary. If it is not an emergency, then they will resolve your issue on the next business day.

### **I cannot make it to my loved one's appointments, can a Provider call me after every visit?**

Your loved one's provider is not able to call you after every visit; however, either the provider or someone from our office will contact you for medication changes or if an acute issue arises. Upon request, we can send you a copy of the provider's visit notes.

### **When will I hear about X-rays or lab work?**

Normal lab work will be discussed at your next appointment. If there are any positive results you will be contacted by our office nurse or your Provider. Appropriate action will be taken to resolve your problem. Medications will be ordered or you will be provided with a referral to a specialist, if necessary.

Name	Title / Email	Telephone	Fax
Main Office	office@physiciansenior.com	817-522-1530	1-817-523-8667
New Patient Intake	newpatients@physiciansenior.com	817-522-1530	1-888-831-3531
Providers			
-	<b>Kim Higgins, DO</b>	<b>Owner / Physician</b>	-
Emily Thompson, AGPCNP-BC	Nurse Practitioner	Christy Jones, FNP-C	Nurse Practitioner
Lauren Badgett, NP-C	Nurse Practitioner	Amber Mullins, FNP-C	Nurse Practitioner
Reena Karimpanamannil, AGPCNP-BC	Nurse Practitioner	Rebecca Conroy, FNP-C	Nurse Practitioner
Administrative			
Brian Stover	Operations Manager bstover@physiciansenior.com	Overall practice operations, customer service, staff management, facility relations, third party/vendor relations	
LaraJane Pugh	Accounting/Financials, Part-Time lpugh@physiciansenior.com	Business accounting/financials	
Barbara Hoover	Insurance Specialist bhoover@physiciansenior.com	Billing Supervisor, patient and insurance payments, credentialing	
Cheryl Mikel	Admin Service Coordinator I cmikel@physiciansenior.com	New patients, insurance verification, scheduling new appointments, physician referrals, patient charts, 485s	
Susan Rios	Admin Service Coordinator II srios@physiciansenior.com	New patients, insurance verification, scheduling new appointments, physician referrals, patient charts, 485s	
Chad Thomas	Admin Service Coordinator III cthomas@physiciansenior.com	Office based administrative tasks	
Sophia Theisen	Billing Specialist stheisen@physiciansenior.com	Billing, patient and insurance payments, credentialing	
Clinical Support			
Valerie Cook, LVN	Clinical Support Supervisor, vcook@physiciansenior.com	<b>Supervises clinical operations and Medical Assistants</b> , In-office nurse support, document completion (LTC, Insurance)	
Cassie Arthur, LVN	Support Nurse / Wellness carthur@physiciansenior.com	<b>Wellness visits &amp;</b> coordinates insurance driven initiatives (ex: WellMed care measures), supports clinical operations	
Nealla Clark, LVN	Support Nurse / FastTrack Dept. nclark@physiciansenior.com	<b>FastTrack Department</b> , communications to/from communities/third party vendors, supports clinical operations	
Kerri Pokluda, LVN	Wellness Nurse kpokluda@physiciansenior.com	<b>Wellness visits</b> , supports clinical operations	
Shannon Bode, LVN	Wellness Nurse, Part-Time sbode@physiciansenior.com	<b>Wellness visits</b> , supports clinical operations	
Christina Romero	Front Desk Communications cromero@physiciansenior.com	<b>Front desk</b> , general questions, other administrative duties	
Anesha Coleman, MA	Medical Assistant, Front Desk acoleman@physiciansenior.com	<b>Front desk</b> , general questions, other administrative duties	
Carla Fields, MA	Medical Assistant, cfields@physiciansenior.com	<b>MA to Amber Mullins</b> , take patient vitals, prepare orders, medication reconciliation, appointment confirmations	
Candice Allen, MA	Medical Assistant, callen@physiciansenior.com	<b>MA to Reena Karimpanamannil</b> , take patient vitals, prepare orders, medication reconciliation, appointment confirmations	
Christine Strock, MA	Medical Assistant, cstrock@physiciansenior.com	<b>MA to Christy Jones</b> , take patient vitals, prepare orders, medication reconciliation, appointment confirmations	
Darra Blessing, MA	Medical Assistant, dblessing@physiciansenior.com	<b>MA to Lauren Badgett</b> , take patient vitals, prepare orders, medication reconciliation, appointment confirmations	
Elizabeth "Liz" Vines, MA	Medical Assistant, evines@physiciansenior.com	<b>MA to Rebecca Conroy</b> , take patient vitals, prepare orders, medication reconciliation, appointment confirmations	
Keva Ware, MA	Medical Assistant, kware@physiciansenior.com	<b>MA to Dr. Higgins</b> , take patient vitals, prepare orders, medication reconciliation, appointment confirmations	
Ashley Watson, MA	Medical Assistant, awatson@physiciansenior.com	<b>MA to Emily Thompson</b> , take patient vitals, prepare orders, medication reconciliation, appointment confirmations	



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## Physician Senior Services Prescription Refill Request Policy

1. All medication refill requests will be completed within 72 hours from the time we receive the request.
2. Please **submit your request to your pharmacy** at least a week in advance of when your prescription is empty. If there are no refills left, the pharmacy will contact our office to request additional refills.
3. Refills are processed Monday through Friday; a refill received on a weekend (Friday after 2:30 pm – Monday at 9:00 am) will not be processed until Monday afternoon.
4. Medication requests for new patients who have not been seen by a PSS provider are NOT guaranteed. The provider must review the patient's history to determine if a medication can be filled prior to an initial visit.
5. All medication requests can be faxed to **1-817-523-8667** or e-mailed to [office@physiciansenior.com](mailto:office@physiciansenior.com).
6. For questions please call our office at **817-522-1530**.

Thanks,

Dr. Kim Higgins & PSS Staff



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Fort Worth, Texas 76014  
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Re: Medicare Annual Wellness Visit

Beginning January 1, 2011, Medicare began covering an “Annual Wellness Visit.” The Annual Wellness Visit is not the same thing as your yearly physical exam with your doctor. Medicare is very specific about what your “Annual Wellness Visit” includes and excludes. One of my nurses will see you for this visit in your community home every year.

At your Annual Wellness Visit, my nurse talks with you (and community nurse and caregivers, as some are unable to answer these questions) about your medical history and makes a personalized care plan to keep you healthy. This visit does NOT include a hands-on exam and you will NOT be charged for the Annual Wellness Visit, as it is *entirely* paid for by Medicare.


Information needed during your Annual Wellness Visit includes:

- The names of all of your doctors and their specialties (cardiologist, neurologist, urologist, etc.)
- Do you have a Medical Power of Attorney, Advance Directive or a DNR (do not resuscitate)? If yes, please provide a copy at your Wellness Visit.
- Current Medication List (will obtain from community nurse) - we will do a medication reconciliation to ensure all orders/prescriptions are current.

(Most of these things we can get from the community or your Provider’s notes)

We appreciate the trust you put in us to care for your health needs, and look forward to serving you.

Sincerely,

  
Kim Higgins, DO