



Jefferson Neurology LLC

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AFTER YOUR APPOINTMENT

Tests: Commonly ordered tests through our office are MRI, CT, EEG, 2D Echo, Ultrasound, Blood and Urine tests amongst others. We routinely do not make appointments for these tests. The testing facility will contact you directly to schedule. Certain tests will require authorization through your insurance carrier. Delays may occur in the authorization process. We request that you call us in a week if the testing facility has not contacted you. The turnaround time for results of the tests vary. Multiple tests may be ordered at the same time. Many of these tests may take 2-3 weeks for the reports to be available. We request that you wait 2 weeks for us to contact you.

Followup appointments: You will be called about the results of the tests. We prefer that followup appointments are made to review test results, if necessary. The results may take 2-3 weeks to reach us. If you have been asked to schedule a followup, please call a few weeks in advance.

Referrals: If you have been referred to another specialist, your information will be faxed to them. Their contact information will be provided to you. Please contact their office if you have not heard from them in a week.

Medication: Medications will be electronically sent to your pharmacy. Certain prescriptions may need an actual paper prescription to be submitted to the pharmacy. You will be informed of that.

Medication samples: Pharmaceutical companies provide us samples for certain medications for you to 'try before you buy'. Generic medication samples are usually not provided.

Medications (Generic versus Brand name): Certain insurance carriers require that generic medications are used whenever possible. Generic medications are also commonly less expensive. If you or your insurance carrier have a preference for generic medications, please inform us in advance.

Medication denial: Your insurance provider may deny certain medications. It may need to be prior-authorized. Your insurer has a list of medications that they consider as first line, which are less expensive to provide to you. As there are multiple insurance carriers, we are unable to recognize beforehand whether a medication will be covered by your insurance. The pharmacy will process your prescription and make that determination. If denied, there are two routes to proceed. Firstly, you may contact your insurance carrier directly to question and contest the reason for denial. They may have a form for us to fill and send to them, which we will facilitate. We commonly find that such decisions are upheld in spite of appeals. As you are the responsible beneficiary, we may request that you communicate with your insurance to understand and contest their decision. Alternatively, you may contact your insurance or have your insurance contact us, to provide us with a list of what they would consider as appropriate alternatives.

Medication Refill: Medication refills are done by batches two days a week. Please make sure you contact your pharmacy for refills at least three days in advance. If you run out of refills, your pharmacy will contact us.