



Texas Fertility Center

New Patient

Combining experience, technology—*and a few little miracles*—
to create families



We want to thank you for choosing the Texas Fertility Center for your healthcare needs and welcome you to our practice. To make your initial appointment as productive and pleasant as possible, we have included helpful information for your review prior to your first visit with us.

[The physicians at the Texas Fertility Center](#), Austin's most experienced Board Certified fertility specialists, have been providing infertility diagnosis and state-of-the-art treatment since 1980. We offer services ranging from ovulation induction to in vitro fertilization with pre-implantation genetic screening, and everything in between. For those patients who require surgery, we specialize in the endoscopic (minimally invasive) treatment of endometriosis, uterine fibroids, pelvic adhesions, and fallopian tube obstruction. The Texas Fertility Center has received both national and international acclaim for our pregnancy success rates, personalized patient care, cutting edge technology, and innovative research. As a result, we treat patients from across the nation and around the world, while working closely with your local physician.

Our physicians are consistently recognized by national organizations for our quality of care and commitment to helping couples achieve their dream of having a family. Texas Fertility Center's physicians are recognized annually by Best Doctors in America and Best Doctors in Texas. Texas Fertility Center also received the American Fertility Association's prestigious National Family Building Award for our dedication to our patients.

At the Texas Fertility Center, all couples are treated by a team of exceptionally well trained professionals who are committed to providing best-in-class service in a personalized caring environment utilizing the most advanced medical, surgical and laboratory techniques available.

GENERAL INFORMATION

- Our regular phone hours are 8:30 am to 12:00 pm and 1:30 pm to 4:00 pm, Monday through Friday.
- Our office hours are 7:30 am to 12:00 pm and 1:30 pm to 5:00 pm, Monday through Friday.
- Our weekend and holiday hours vary and will be announced every Friday on our after-hour telephone message.
- As our physicians only see a limited number of new patients each week, our policy requires you to secure your appointment time with a \$150.00 deposit via credit card, personal check, or money order. If you cannot keep your appointment, please cancel or reschedule at least 48 hours in advance so you will not forfeit your deposit.

FIRST APPOINTMENT POLICIES

- Please complete and return the new patient paperwork to our office at least 7 days prior to your scheduled appointment time. Registration can be completed by going to our website and completing the **“PATIENT INFORMATION FORM”** and **“INSURANCE INFORMATION FORM”** located under the [Patient Resources-TFC Patient Forms](#) section of our website.
- Please bring a signed copy of our **“PRIVACY POLICY”, “FINANCIAL POLICY”, and “AUTHORIZATION FOR DISCLOSURE OF CONFIDENTIAL INFORMATION”**. These forms can be found on our website under [Patient Resources-TFC Patient Forms](#).
- If you do not have internet access, please call one of our New Patient Coordinators at (512) 451-0149 (Ext. 7420 or Ext. 7449) to complete your registration and obtain the necessary forms for completion.
- If your appointment is for infertility or if you are attempting pregnancy, your partner is strongly encouraged to come with you to the initial visit. According to the Texas Medical Practice Act, we cannot prescribe medications or order tests (semen analysis, antisperm antibodies, hormone levels, infectious disease screening, etc.) on patients without first taking their medical history. Having your partner at the initial visit will therefore avoid any unnecessary delays in the diagnostic and treatment processes. Please note that there is an additional fee for the evaluation and management services provided to your partner. Texas Fertility Center will verify insurance coverage for your partner to determine if this service will be covered.
- Please provide us with complete insurance information for both yourself and your partner at least 7 days prior to your visit so we may verify your coverage. Please bring a photo ID and insurance card for both you and your partner.
- Please make sure that you have obtained a referral for your initial visit (if required by your insurance company).
- A copy of your medical records that pertain to any previous infertility testing, treatment, or surgeries that you or your partner may have had should be sent to our office **at least one week prior to your visit**. Please visit our website to download and complete our medical release form.
- Our New Patient Coordinator will call you prior to your visit to review your insurance coverage and the estimated costs for your initial visit.
- Please arrive at least 20 minutes prior to your scheduled new patient appointment time to review and sign paperwork.

INSURANCE

Insurance coverage for infertility can be confusing. Many policies offer coverage for testing to determine the cause of infertility, but no coverage for fertility treatment. Payment and coverage often vary based on the cause or diagnosis for each service. For example, policies that exclude infertility treatment will often cover an ultrasound that is being performed to evaluate an ovarian cyst or uterine fibroid. However, if the ultrasound is being performed to track your response to fertility medications or as part of a fertility treatment cycle, it may not be covered.

When you become a patient at the Texas Fertility Center, our New Patient Coordinator will contact your insurance company to verify your coverage. Specific questions will be asked to determine the extent of your coverage. One of our New Patient Coordinators will contact you prior to your visit to review your coverage. However, we encourage you to also call your insurance company to verify coverage. An [insurance benefit questionnaire](#) can be downloaded from our website to assist you in talking with your insurance company. Please be aware that the verification of benefits obtained by you or by Texas Fertility Center does not guarantee payment by your insurance provider.

Texas Fertility Center participates with the following plans:

- Aetna: Patients must register with the “Aetna Infertility Program” by calling (800) 575-5999 prior to the initial appointment. **(Please note that Texas Fertility Center does not participate with Aetna Seton Health Alliance)**
- ARIA (Austin Regional Independent Associates Network)
- Blue Cross/Blue Shield **(Please note that Texas Fertility Center does not participate with Blue Choice Solutions, Traditional, Indemnity or Advantage plans)**
- Cigna **(Please note that Texas Fertility Center does not participate with Cigna Local Plus)**
- Galaxy **(Excluding any discount programs)**
- Healthsmart
- Seton Health Plans
- United Healthcare

Our office will file claims for **covered** services with your insurance plan **if we are participating providers**. Copayments, coinsurance and any fees for non-covered services are due at the time of service. If we are not participating providers with your insurance plan, payment in full is due at the time of service. We will provide you with the information you need to file your claim for reimbursement. **Texas Fertility Center does NOT participate in any government-sponsored health plans, such as MEDICARE, MEDICAID OR TRICARE.**

All HMO and some specific plans (i.e. Healthselect) require a referral from your primary care physician prior to your being seen. **Please check with your insurance company to confirm whether your plan requires a referral.**

***Please note that Austin IVF the andrology/embryology laboratory used by Texas Fertility Center is not contracted with any insurance carrier.*

FINANCING

We understand that financial considerations play a significant role in the decision making process for infertility treatment and our Billing Department is committed to assisting you every step of the way. We always do our best to provide patients with the most accurate estimates for the services provided by our office. We provide an estimate of charges as soon as a treatment plan is agreed upon by the patients and their physician. However, the final charges will depend on the actual services rendered and may, therefore, be different from our initial estimates.

As an example, our estimates for stimulation cycles are based on the average amount of medication, ultrasounds, and blood evaluations that a typical patient would need. If you stimulate more quickly, using less medication than average, your actual costs will be lower than our estimate. Conversely, if you require more medication, more sonograms, and/or more blood tests, your actual costs will be higher than our estimate.

[Fertility Financing Options](#)

Texas Fertility Center proudly introduces the *TFC Cares* IVF financing program in collaboration with Advanced Reproductive Care (ARC). TFC Cares includes IVF multi-cycle discount packages and an IVF money-back guarantee program.

American HealthCare Lending is a financial services company that serves healthcare providers and patients nationwide. They offer financing for a variety of procedures and services.

[Medication Discount Programs](#)

Our goal at Texas Fertility Center is to ensure that every patient has as much information as possible about ways to ease the financial burden of infertility treatment. Our office staff is aware of medication discount programs available to our patients, and we research each one regularly to find maximum savings.

For further information, please contact our Billing Department at (512) 451-0149 (Ext. 4001).

WHAT TO EXPECT

Your first visit at the Texas Fertility Center begins with a consultation with your physician. We strongly encourage both you and your partner to attend this initial visit. This will give your physician the opportunity to thoroughly answer any questions that either of you may have.

At this consultation, your physician will review your medical and reproductive histories, including a thorough review of any testing or treatment that you and/or your partner may have previously undergone. An examination and sonogram will usually be performed at the initial visit. At the conclusion of your visit, your physician will review the findings of the examination and sonogram with you. Your physician will either recommend a treatment plan at that time or, if necessary, order additional tests for you and/or your partner. After the additional test results are reviewed, a follow-up consultation may be recommended to review your results and to develop a treatment plan designed uniquely for you and your partner.

At your initial visit, you will also be introduced to your clinical nurse who will be your primary contact at our office. Our clinical nurses work very closely with the physicians to ensure that your individual treatment plan is followed. As treatment progresses, she will educate you on treatment protocols, medications, required testing and the next steps involved in your treatment. If in-vitro fertilization (IVF) is recommended, you will also be introduced to your IVF nurse who will be your primary contact during your IVF cycle.

The Texas Fertility Center makes it a priority to answer your questions in a timely manner. There may be times when your nurse is unavailable when you call. If you leave a voicemail, your call will be returned as soon as possible. All calls will be returned by the end of the business day. Our staff utilizes the time after the phones are turned off (at 4:00 pm) to return all non-emergent patient calls.

PATIENT CHECKLIST (PRIOR TO YOUR APPOINTMENT)

ALL FORMS MAY BE DOWNLOADED FROM OUR WEBSITE (www.txfertility.com). IF YOU DO NOT HAVE ACCESS TO A COMPUTER, PLEASE CONTACT ONE OF OUR NEW PATIENT COORDINATORS TO OBTAIN COPIES OF ALL FORMS.

COMPLETE AND SUBMIT ONLINE AT LEAST ONE WEEK PRIOR TO YOUR APPOINTMENT

- [Patient Information Form](#)
- [Insurance Information Form](#)

REQUEST MEDICAL RECORDS FROM REFERRING PROVIDER(S)

- [Medical Records Release](#) (Allow at least 2 weeks for your provider to comply with your request.)

COMPLETE AND BRING WITH YOU TO YOUR APPOINTMENT

- [Financial Policy](#)
- [Privacy Policy and with Acknowledgement of Review](#)
- [Authorization for Disclosure between Patient and Partner](#)

BRING THE FOLLOWING ITEMS FOR BOTH YOU AND YOUR PARTNER

- Driver's License or other form of photo identification
- Insurance Card
- Referral from your Primary Care Physician or OB/Gyn (if required for your policy)

VERIFY INSURANCE COVERAGE (USING QUESTIONNAIRE)**

- [Insurance Benefit Questionnaire](#)

****Once you have completed the questionnaire, please make sure that you verify this information with one of our New Patient Coordinators at least two days prior to your appointment.**

If you have any questions regarding the information outlined above, please contact one of our New Patient Coordinators for assistance at (512) 451-0149 (Ext. 7420 or Ext. 7449).

OFFICE LOCATIONS

Northwest Hills Medical Center-Main Office
6500 N. Mopac (Loop 1) Expressway
Building I, Suite 1200
Austin, Texas 78731
(512)451-0149

North Austin Medical Center
ADC Women's Center
1221 N. Mopac (Loop 1) Expressway
Austin, Texas 78758
(512)451-0149

Park Valley Oaks
16040 Park Valley Drive
Building I, Suite 201
Round Rock, Texas 78681
(512)451-0149

Water Leaf-South Location
5000 Davis Lane
Suite 100
Austin, Texas 78749
(512)451-0149

