

# TLC HEALTHCARE™ COMPANIES

1775 East Skyline Drive, Suite #101, Tucson AZ 85718

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www.tlchealthcarecompanies.com

## ***Welcome!***

Thank you for choosing **TLC HEALTHCARE™ COMPANIES** as your primary source of healthcare services. Our group of Physicians and Nurse Practitioners are widely known as leaders in the health care community. Our goal is to provide you with the knowledge that will help us work together to provide you with the best care possible.

## ***Please read the following:***

In order to better serve you or your family member's healthcare needs we ask that you complete all forms as thoroughly as possible. In addition to filling out the information forms we ask that you have a clear, readable copy of all pertinent and current insurance cards. If you are filling out this packet as a family member's Medical Power of Attorney, (MPOA), or General Power of Attorney, (POA) we ask that you submit this information along with the patient packet; which should include current contact address and phone numbers. This helps us insure a smooth transition of care for you or your family member's healthcare needs.

## ***Insurance information:***

Most insurance plans are accepted, including: Medicare, Blue Cross/Blue Shield, United Healthcare, PacifiCare/Secure Horizons, as well as many others. If you are unsure about your coverage you can call the office at 615-6200 for assistance. On the back of the insurance card you will find the customer service phone number. You must notify your insurance company that you are changing your primary care provider.

In order for us to begin care all forms must be completely filled out so they can be returned and processed as soon as possible. Please mail or drop off the forms to:

## **TUCSON LONG-TERM CARE MEDICAL GROUP**

**1775 East Skyline Drive, Suite #101**

**Phone: (520) 615-6200**

**Fax: (520) 615-6255**

The first visit is to establish the primary care relationship that usually occurs within the first 30 days of a patient selecting TLC to deliver primary care. Subsequent visits are on an "as needed" and periodic basis. Providers are contacted by the caregivers in the home or family members of the patient and visits are made or orders given depending on the specific situation. Adult Care Home and Assisted Living Facility clients will be seen by our Nurse Practitioners. It is important to note that we do not provide a same day visit, if you require this type of assistance we suggest you go to urgent care or the emergency room. Prescription refill requests should be made no less than 10 days prior to the last dose to ensure time for processing.

## ***Reminder:***

Please ensure that a signed copy of a Medical Power of Attorney, (MPOA) or Power of Attorney, (POA) forms are sent to the office as employees are unable to speak with family members without this form. Medical POAs may receive updates from the providers after a visit has been made by contacting the office at 615-6200. An email will be sent to the provider with the request and a return call will be made within 24 to 48 hours.

Sincerely,

The Staff at TLC Healthcare™ Companies