

Before You Call Our Office: Frequently Asked Questions

Thank you for choosing Pohlman Pain Associates! Many common questions can be answered below, through our website, or in the Healow Patient Portal.

MEDICATIONS

Controlled Substance

Prescriptions: Controlled substances cannot be prescribed early. • Prescriptions are generally provided in **28-day supplies**. • Emergency supplies are only provided under special circumstances. • A signed Opioid Agreement must be on file before controlled medications can be prescribed.

Refills: Most medication refills require an office visit. • Request refills before you run out of medication.

Prior Authorizations: Some medications require insurance approval before they can be filled. • Allow **7-10 business days** for processing. • Some approvals may be approved sooner.

REFERRALS

Many HMO plans require a referral from your Primary Care Provider (PCP). • Our staff works **2 weeks ahead** to obtain referrals. • If we are unable to secure your referral, we will provide the information needed for you to contact your PCP directly. • To avoid delays, ensure

your PCP is aware that you are being treated by our office.

PROCEDURE AUTHORIZATIONS

Many procedures require insurance authorization before scheduling. • Allow **7-10 business days** for processing. • Patients with HMO plans may experience additional delays - approval may be needed from PCP before insurance review. • Procedures requiring authorization cannot be scheduled until approval is received. • Patients may choose self-pay options rather than wait for authorization. • Our office will contact you once approval is received and you are ready to be scheduled.

PATIENT PORTAL - (HEALOW)

Use the Healow portal to:

- ✓ View visit notes
- ✓ Review medications and allergies
- ✓ View past and upcoming appts
- ✓ Send non-urgent messages to our office
- ✓ Complete appt check-in

Portal:

mycw116.ecwcloud.com/portal15980 (or download the Healow app)

WEBSITE

Visit our website for information about: Providers • Treatments • Locations • Office Resources
www.pohlmanpainassociates.com

PHONE SYSTEM

Due to our high call volume, we utilize an AI-assisted receptionist to help direct calls and improve service. **Check this guide, our website, or your Healow portal before calling.**

If you need to:

- Schedule an appointment
- Reschedule an appointment
- Cancel an appointment

You must call the office.

If you cannot reach a staff member:

- ✓ Leave a voicemail.
- ✓ Calls are typically returned within 24 business hours.

Important: If you are canceling or rescheduling an appointment, leave a voicemail if nobody answers. Without a message, your appointment may be marked as a no-show.

WE'RE HERE TO HELP

Our goal is to provide excellent care while helping you get answers as quickly as possible. Thank you for your patience, understanding, and partnership in your care. **-Pohlman Pain Associates**