

## **Office Policies**

### **Payment Policies**

Thank You for choosing our practice! We are committed to providing you with quality and affordable mental health care.

**PAYMENTS ARE DUE AT THE TIME OF SERVICE UNLESS PAYMENT ARRANGEMENTS HAVE BEEN REQUESTED AND APPROVED IN ADVANCE. YOU ARE EXPECTED TO PAY PER THE ARRANGEMENT.**

**Insurance** We participate with most insurance plans. We will bill your insurance company as a courtesy to you. Although we may estimate what your insurance company may pay, the insurance company makes the final determination of your eligibility.

**Claims Submission** We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether your insurance company pays your claim. Your insurance benefit is a contract between you and your insurance company.

**Co- payments and Deductible** All co-payments, Deductibles & Co-insurance must be paid at the time of service. This arrangement is part of your contract with your insurance company.

**Proof of Insurance** All patients must complete our patient information form before seeing our providers. We must obtain a copy of your driver's license and current valid insurance to provide proof of insurance. If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the balance of a claim.

**Coverage Changes** If your insurance changes, please notify us before your next visit so we can make the appropriate changes to help you receive your maximum benefits.

**Methods of Payment** We accept payment by cash, check, Visa, MasterCard, and Discover and PayPal. Returned check fee is \$25.00 and will result in your inability to use this form of payment for future visits.

**Self-pay and uninsured Patients-** We offer a discounted rate/sliding fee scale for uninsured patients. Please inquire with your provider. We are committed to providing access to care for everyone.

**Patient Statements** If you have unpaid balance you will receive a statement by mail monthly. The statement amount is due and payable when the statement is issued, and past due if not paid upon receipt. Interest Balances over 60 days will be charged 5% interest, for every additional 30 days overdue. All payments made go to the oldest outstanding balance.

**Form Completion:** Requested form completions (Letters, FMLA, etc.), will be charged based on clinician time involved with a minimum \$25.00 paperwork fee assessed. Please allow **7-10** business days. No patient paperwork except for Medicaid paperwork will be completed on the first patient visit.

**Record Transfers:** There is a \$15.00 fee to transfer patient records to other providers, due from the patient before the records will be sent. **Psychiatric records cannot be released to patients but can be forwarded to other physicians.**

**Prior Authorizations:** Our office will assist you in obtaining a prior authorization for your medication if needed. You will be responsible for any copayments or deductibles per your insurance contract.

**After Hour/Emergency Fees:** Appointments required after normal office hours (Tues–Thurs after 7 pm) may be assessed an emergency fee of an additional \$150.00, only scheduled with provider's approval.

**Phone consultations:** A fee for extended telephone conversations beyond 10 minutes may be assessed at the doctor's hourly rate of \$175.00 per hour.

For non-emergency questions, please contact our office the next business day. Becky is available Monday thru Thursday from 8 am until 5 pm. Hours on Monday are until 1 pm

**This service is not for prescription refills. You may request a refill through your pharmacy and they will be sent to your provider.**

#### Appointments/Cancellations\*:

Commercial insurance clients: My Office Manager will ask to have a credit card on file when she sets up initial appointment. If any appointment is missed there will be a \$50 fee if you have not called 48 hours in advance.

Medicaid clients: If your intake appointment is missed without a call to the office you may forfeit being seen in the future. It is illegal to charge a fee to Medicaid clients.

A **48-hour notice** must be given when cancelling your initial appointment to avoid a charge. This will allow us to reach someone on our waiting list and offer him or her the appointment time.

For new patient evaluations, we ask that you give **48-hour** notice for cancelling. If you do not provide **48 hour** notice we may choose not to reschedule your appointment. ·

***We realize that emergencies do happen, but this allows us to meet the needs of all our patients.***

**Late Arrivals** may lose appointment times and will need either to reschedule or be seen after other patients. Punctual arrivals will have priority.

**Termination of Service:** Multiple late cancellations, no-shows and other forms of non-compliance with treatment may result in termination of services.

**Reminder calls:** As a courtesy, we offer reminder texts and email. Due to unforeseen circumstances, we are not always able to do so, but please remember that you are ultimately responsible for your scheduled appointments.

#### Professional Services

**Forensic Services:** Fees apply to time spent and attorney's fees in connection with a subpoena or other record requests that your provider might receive involving your treatment. This includes the cost of seeking to block a release of information to the court, should you choose this course. Fees will also apply to legal testimony, preparation time, travel time, and time spent waiting to testify. The fee for these services is \$400.00 per hour. Payment is due at the time services are rendered.

**Prescription Drug Policy\*:** A comprehensive psychiatric evaluation with Tenley Roeder PMHNP will be required in order to receive a prescription for medication. Patients will be scheduled for follow-up medication management sessions to assure the best continuity of care. When you attend your appointment, you will always be given enough medication until your next scheduled appointment. In order to provide the best ongoing care, we ask that our patients be aware of the following:

· Any lost or stolen controlled prescriptions (schedules II, III, IV) will not be replaced or re-written. This includes all benzodiazepines and stimulant drugs. NO EXCEPTIONS. · If you miss or cancel an appointment, it is at the provider's discretion to write a prescription for enough medication to last only until the next appointment.

· Medication changes will only be addressed during scheduled appointment times. If you are having side effects or urgent issues with the medication you are taking, this can be addressed over the phone with our support staff.

· If it has been six months or longer since your last appointment, you will need to be seen for a re-assessment before medication will be prescribed.

· **Please bring all medications, supplements and over the counter medications you are taking with you to each appointment.**

**Also, bring other all other medications that you are no longer taking to your appointment so that they can be properly disposed of.**

· Prescriptions may not be refilled on weekends, holidays or after 3:00 on Friday. Please ensure you have enough medications for any weekends or holidays. Please allow 48 hours for all prescription refills.

In addition, when you leave a message on our voicemail, please leave a phone number where you can be easily reached during office hours. Due to the high number of patient messages left every day, it is not possible for us to repeatedly return phone calls.

**Office Policies and Etiquette**

- We are a non-smoking facility.
- We do not allow weapons of any kind inside our building. This includes but is not limited to firearms, knives, razors, etc.
- If you act in a violent, disruptive or threatening manner, you may be asked to leave the office and may be discharged from services at the provider's discretion. If you refuse to leave when asked, the police may be called for assistance.
- For the privacy of all our patients, please limit the family members brought to appointments. This does not apply to family accompanying to therapy appointments.
- Please turn off your cell phone during appointments. This will allow you to get the most out of your scheduled time.
- For the health and comfort of our patients and providers, please limit the use of strong perfume or cologne before scheduled appointments.
- Please, do not take any photos on facility property. This ensures the privacy of all our patients.
- No information will be released to family members without a signed and valid consent from you.

***\*\*\* If you are experiencing acute distress, self-harm or suicidal thoughts, please call 911 or go to your nearest emergency room.***