

Holistic Approach Mental Health

Office Policy Information

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www.holisticapproachmentalhealth.com

Holisticapproachmentalhealth@gmail.com

Dear Patient,

Welcome to Holistic Approach Mental Health. We are committed to providing you with the best medical knowledge available. In order to accomplish this goal, there are mutual responsibilities and limitations which need to be understood. To ensure we can work together as effectively as possible, please review our policies below.

Office Hours:

Monday: 10AM - 6 PM
Tuesday: 10 AM - 6 PM
Wednesday: 7 AM - 6 PM
Thursday :7AM- 5 PM

Address:

7452 Baltimore-Annapolis Blvd, Suite 102
Glen Burnie, MD 21061
(410) 766-1544 (phone)
(410) 766-1551 (fax)

As a patient in this practice, you are expected to:

- 1. Pay your copay at every visit. It is your responsibility to pay any outstanding balance that is not covered by insurance.**
2. Present your current insurance for verification at every visit.
3. Present your driver's license or any other picture identification if you are paying with a check or are a new patient.
4. Make sure we have your current information on file. At every visit, you will receive a patient information sheet to ensure we have the correct address, telephone number, and insurance. You must sign this form (or give corrections and sign a revised form) indicating all the information we have on file is correct. This form also includes a statement acknowledging that you are the person ultimately responsible for paying your bill.

5. Inform us of changes to your insurance information. You must call us with insurance changes before coming to your next appointment (if required by your insurance) to update the information. If time permits, we will try to get the verification on the day of your appointment; however, if we are unable to, you will be required to pay for your visit in full (\$250 for initial visit, \$95 for a follow-up) or you may reschedule your appointment to allow time to complete the verification. Insurance verification cannot be completed before 9 AM or after 5 PM.
6. Notify us if you cannot keep your appointment. If you are unable to keep your scheduled appointment, you must notify the office as soon as possible, at least 24 hours in advance. If we are not notified at least 24 hours before the appointment, you will be subjected to a \$25 cancellation fee, which you must pay before you may schedule your next appointment. Repeat cancellations or “no shows” jeopardizes your ability to treat you effectively and may result in dismissal from the practice.
7. Request prescription refills before 5 PM Monday--Thursday. Refill requests received after 5PM on weekdays will be processed the next business day. **No refills are processed on holidays or weekends. It is your responsibility to make sure that you do not run out of medication before your next appointment. Patients must keep their appointments in order to continue receiving refills on medication. If you have not had a recent appointment, you will be given a refill of only enough medication to last you until the next available appointment (this does not mean the next appointment that is convenient for you).**
8. Payment can be made by cash, or credit card. We no longer accept **checks** in the office.

Payment

Full payment of your co-pay and any unpaid balances are your responsibility and will be expected at the time of service. You may pay by checks, cash, credit card, or debit card. A Maryland's Driver's License is required if paying by personal check. If the check is returned to us by the bank, there will be a \$25 handling fee added to your account which is payable before your next scheduled office visit. Further, please take note of our financial agreement located on the Patient Information Sheet as it clearly outlines the terms and conditions for payment. Ultimately, you are responsible for paying your bill.

Billing

Billing is not completed within our office. It is handled by Avid Medical Billing Services LLC. Any billing questions should be directed to (410) 284-6052.

Medication

Prescribed medication is an important part of your visits and it is essential that you take these medications on a daily-basis or as directed.

In order to provide you with the best medical care and keep problems to a minimum, please ensure you have an adequate supply of medication between visits.

Recommendations:

1. Check the number of pills you have before each visit so that you know whether you will have enough until the next planned visit.
2. Write down the name of your medication(s) and the number of the remaining pills and bring it with you.
3. The provider will then prescribe the number of pills required to carry you through the next visit.
4. If an appointment is missed, you may obtain a prescription to cover medical requirement only until the next scheduled appointment, (this does not mean the next appointment that is convenient for you), by doing the following:
 - a. Reschedule your appointment.
 - b. Leave a message for our staff with the name of the medicine(s), dosage, and directions taken per day so that the refill can be written, phoned in, or sent electronically to your pharmacy.
 - c. If time permits, the provider will write the necessary prescription(s) on the same day to carry you to the next appointment.
 - d. Pick up the prescription(s) the next working day no later than 4:30 PM unless we are able to telephone your pharmacy.

Practitioner Coverage

Our office offers quality psychiatric care provided by licensed board certified Psychiatric Nurse Practitioners. A Psychiatric Nurse Practitioner is an independent health care provider with training and expertise in mental health. Psychiatric Nurse Practitioners in the state of Maryland are licensed by the Board of Nursing as Certified Registered Nurse Practitioners – C.R.N.P. They hold a Master Degree in Nursing and National Board Certification. In the state of Maryland, a Nurse Practitioner may practice independently and in collaboration with physicians in conducting psychiatric evaluations, establishing psychiatric diagnoses, prescribing and managing psychotropic medications, and ordering and interpreting laboratory tests. Nurse Practitioners also educate and counsel individuals, families, and groups.

Ilya Rozenberg, PhD, C.R.N.P. is a licensed Adult Psychiatric Nurse Practitioner. He holds a Master of Science degree in Nursing from the University of Maryland and is board certified by the American Nurses Credentialing Center as an Adult Nurse Practitioner and Clinical Specialist in Adult Specialist in Adult Psychiatric and Substance Abuse. He has provided care to patients and their families across the continuum, including both inpatient and outpatient settings.

Kristin Bussell, PhD, C.R.N.P is a licensed Family Psychiatric Nurse Practitioner. She holds a Master of Science degree from the University of Maryland. She is board certified by the American Nurses Credentialing Center as a Family Psychiatric Nurse Practitioner and Clinical Specialist in both Child/Adolescent and Adult Psychiatry. She has 20+ years in the field of child/adolescent psychiatry and has worked in a variety of settings and levels of care across the pediatric mental health continuum. She takes a family centered, developmental approach to care for children and their families.

Liam Donovan, DNP, CRNP-PMH is a licensed psychiatric mental health nurse practitioner. He holds a Doctor of Nursing Practice from the University of Maryland and is board certified by the American Nurses Credentialing Center as a psychiatric mental health nurse practitioner. He has provided care for patients across a variety of treatment settings and is focused on providing treatment for patients who have mood, developmental, and psychotic disorders. He sees both children and adults.

Maryann Colborn, M.S LCPC, is a Licensed Professional Counselor with a Bachelor of Science in Sociology with a minor in Psychology and a Master's Degree from the University of Loyola. She has over 19+ years working with diverse populations to include but not limited to disabled individuals, elderly, wounded warriors, military spouses, immigrants, asylees, refugees and urban youth. Maryann's work experience includes positions in both the public and non profits sectors. She has previously owned an assisted living, organized conferences, conducted training, and has provided leadership to a diverse youth population. Maryann's philosophy is "Learn from yesterday, Live for Today, Hope for Tomorrow."-Albert Einstein.

Holistic Approach Mental Health
Receipt of Policies

I, hereby acknowledge that I have received a copy of the practice policies and agree to abide by them.

Print Patient Name

Patient Signature *Date*

Print Parent/ Guardian Name

Parent/Guardian Signature *Date*

Holistic Approach Mental Health LLC

Patient Consent Form

Please read and sign the following statements.

1) Consent for treatment

I, _____ (please print name) am voluntarily seeking medical treatment from Holistic Approach Mental Health LLC, a facility dedicated to improving the overall mental health of patients. I am giving permission to the medical and mental health staff to examine me, make diagnoses, and provide treatment in accordance with the information, explanations, and recommendations they provide me.

2) Consent to Bill

- If I do not have medical insurance, I understand that I am responsible for all charges incurred and that I plan to pay for medical treatment at the time of the visit.
- If my insurance is accepted, I authorize payment of benefits to Holistic Approach Mental Health or will reimburse Holistic Approach Mental Health if I am paid directly by my carrier.
- I hereby authorize that Holistic Approach Mental Health may furnish information concerning my illness and treatment to my insurance carrier(s) if necessary.
- I am advised that any tests (blood work and other specimens) sent to an outside laboratory will result in additional charges that will be billed to my insurance carrier and/or will be billed directly to me by the laboratory.
- I understand that my insurance may not cover all charges deemed medically necessary.
- I also understand that I am responsible for any part of the charges that are not covered by my insurance and I will be billed directly for those services.

Parent's authorization

I authorize Holistic Approach Mental Health LLC to apply for benefits on my behalf for services rendered by Holistic Approach Mental Health LLC. I request payment from my insurance company be made directly to Holistic Mental Health LLC. I certify that the information I have reported regarding my insurance coverage is correct and further authorize the release of any necessary information, including medical information for this or any related claims. I permit a copy of this authorization to be used in place of the original. This authorization may be revoked by us at any time in writing. I understand that nothing herein relieves me of the primary responsibility and obligation to pay for medical service provided, when a statement is rendered.

Patient Signature

_____/_____/_____
Date

Holistic Approach Mental Health

Patient Information

Last Name: _____ First Name: _____ MI: _____
Sex: _____ DOB: _____ Marital Status: _____
Home Phone: _____ Cell Phone: _____ Work Phone: _____
Social Security Number: _____ Email: _____
Address: _____
City: _____ State: _____ Zip code: _____
Race: _____ Ethnicity: _____
Primary Care Physician: _____ Phone Number: _____
Emergency Contact: _____ Phone Number: _____

Complete the following if the patient is a minor:

Mother: _____ Father: _____
Phone: _____ Phone: _____
Legal Guardian: _____ Relationship: _____
Phone: _____
Who does the child live with? _____

Insurance Information

Primary Insurance: _____
Policy #: _____ Group #: _____
Policy Holder Name: _____ DOB: _____
Employer: _____ Relationship to patient: _____
Customer Service number: _____
Secondary Insurance: _____
Policy #: _____ Group #: _____
Policy Holder Name: _____ DOB: _____
Employer: _____ Relationship to patient: _____
Customer Service number: _____

OFFICE USE ONLY:

Provider: _____

Date of Appointment: _____

**Holistic Approach Mental Health
Medical Release Form**

7452 Baltimore -Annapolis Boulevard, suite102 Glen Burnie, Md 21061

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Dr. Ilya Rosenberg, M.S., C.R.N.P., Dr.Kristin Bussell,M.S., C.R.N.P., Dr.Liam Donovan,DNP,C.R.N.P

First Name _____ Last Name _____ MI _____

Date of Birth _____ This form will authorize you to release medical information to
Holistic Approach Mental Health for no longer than 12 months.

I, hereby authorize disclosure of my protected health information as
follows: (check all that apply)

Complete medical records for all services to include:

History and Physical exam Progress Notes Lab or X-ray reports Inpatient
Admissions

Complete Records Medication Records Discharge Summary

Records related to the following date(s) of service

Name of Provider or Practice Name who is to release information:

Name _____

Address _____

Phone _____ Fax _____

The purpose of this release of information is for:

Transfer of record to another provider

Attorney

Other (Describe) _____

Signature of Parent or Guardian

Date