

**Psychiatric Medical Associates, P.A.**  
**General Office Policies and Procedures & Financial Agreements**

Thank you for choosing Psychiatric Medical Associates, P.A. to be of service to you and your family for your behavioral healthcare needs. Please read these policies completely, and if you have any questions, do not hesitate to ask for clarification.

**Appointments:** Appointments are scheduled according to each patient's needs and the availability of the provider. The time of your appointment is reserved for you. You are expected to give 24 hours' notice with a staff member or with the answering service if you will not be keeping your appointment, **or it will be necessary for you to pay an unkept appointment fee of \$50.** Your insurance company will not cover this fee. It is your responsibility. Repeated "no show" or "late cancelled" appointments could result in you being referred out of the clinic to another practitioner. We do not do phone appointments. In case of an emergency, where you cannot come to your regular scheduled appointment and you have to do a phone appointment, you will be charged \$135 for the appointment. We cannot bill your insurance for the phone appointments, it is your responsibility.

**Maintaining Patient Status:** In our area of healthcare, it is very important that you be seen on a regular basis. At the end of each appointment, the doctor / nurse will tell you how long a period of time they would like you to schedule a follow-up appointment in the office. We urge you to make the follow-up appointment before you leave our office in order to schedule the most convenient time for you. **If you fail to keep and/or maintain follow-up appointments for a period of 120 days or greater, we will conclude that you have terminated the patient-physician relationship.**

**Phone Calls:** Emergency calls are handled as a priority. If you are experiencing a medical emergency, please call 911 immediately. Routine calls will be handled by our office staff during our normal business hours. Please leave a message on our voice mail or with our afterhours answering service for the office staff. Your call will be returned on the next business day. Calls that require the doctor to call you back will be handled as timely as possible. Please leave your name, number and detailed message with our 24 hours answering service if your call is urgent and cannot wait until the office is open. Medication refills/pre-authorizations/scheduling appointments **are not considered emergencies**, so please do not have the doctors paged for such services.

**Medication Refills :** We handle all refills during your regularly scheduled appointments. If a medication refill becomes necessary, please provide us with your pharmacy phone number, medication name and how you are currently taking your medication. We will require you to make an appointment, and we will call in enough medication to last until your appointment. **There is a \$30 fee for medication refill requests between appointments.**

- **On the first appointment, prescription for 30 days will be given. We cannot give 90 day Rx on the initial visit.**
- Patients can be given 90 days Rx on their subsequent visits if required by their insurance companies. Patients are expected to keep their scheduled appointments even though they have enough medications. If you cancel or reschedule your appointment because you have 90 days Rx from previous visit, you will not be given another 90 days Rx in future.
- We appreciate your cooperation in keeping track of your medication supply in order to avoid running out. Refills will normally be handled within 3-5 business days (not including holidays and weekends).
- If you need your medication adjusted or would like to be started on a new medication, we request that you make an appointment with your provider. We will not be able to change the medication / dosage over the phone.
- Our providers require that you keep scheduled appointments as directed, generally every 2-3 months, to keep current as a patient. Your eligibility for prescription refills is determined by keeping scheduled appointments.
- We do not provide refills for medications after hours or on weekends. For your convenience, you may leave a message on our voice mail or with our answering service, but requests are handled during administrative office hours only.
- If a controlled substance / narcotic / stimulant is prescribed to you, it is understood that we are the only provider providing this medication to you. If you obtain this medication (or similar medication) from another physician, without our knowledge, we will no longer provide prescriptions for this medication, and we may be forced to terminate the doctor-patient relationship.
- Prescription refills for Add/ADHD medications must be written monthly by the doctor and must be picked up at the office by the patient or an authorized representative. Or we will mail the prescription to the patient's address on file.
- Our office does not refill medications for lost or stolen controlled substance prescriptions. If your prescription or medication is lost or stolen and you have difficulty with withdrawal symptoms, you should go to the nearest emergency room.
- **For expired prescriptions for ADD/ADHD medications, a \$15.00 fee will be assessed for re-writing the prescription.**

**Prior Authorization for medications:** Your doctor prescribes medication based on your condition/illness. Sometimes your insurance company limits the availability or free access to certain medications. At times, they may require two copays. These type of restrictions are between you and your insurance company. You need to contact your insurance company if this issue arises. If they require clinical information from the prescribing physician, ask them to fax us a written request. You are required to provide them with your medication history, ID numbers etc. **Please allow us 48-72 hours to get your prior authorization for medication.**

**Payment for the services:** Payment for the service is due at the time of service. Any past due balance needs to be paid before the next visit. We may need to cancel your appointment if you are unable to pay your balance in full prior to your next visit. We will send two monthly statements and one final collection letter and if the balance is unpaid, it may be turned over to outside collection agency. If you are unable to pay your balance in full, we can offer you a “No interest” payment plan where the minimum payment should be \$100 per month and/or balance will have to be paid off in six installments / six months. First payment is due on the day payment plan is set up. Payment on the payment plan statements will be considered separate than you current visit costs which needs to be paid at time of service, regardless of your payments towards payment plan.

**Credit Card on file policy:** We require keeping your credit or debit card on file as a convenient method of payment for the portion of services that your insurance doesn't cover, but for which you are liable. Without this authorization, a billing fee of \$25 will be added to your account for any balances that we must attempt to collect through mailing monthly statement. Furthermore, an "outstanding balance" charge of 1.5 percent of the total bill will charge for each month that the bill remains unpaid. Your credit card information is kept confidential and secure and payments to your card are processed only after the claim has been filed and processed by your insurer, and the insurance portion of the claim has paid and posted to the account.

Patients with insurance plans under Obamacare / Affordable Care Act, will have to pay the full visit cost upfront for each visit. We will bill your insurance, and if the insurance pays for the visit and doesn't ask for refund/recoupment in 4 months after your visit, we will refund you the credit.

#### **Other Fees**

Medical records, disability forms, work excuses, school notes, calls to employers, return to work letters, etc. will be provided on a fee basis. **The fee must be prepaid in order for us to complete the requested task.** The fee will be based on time spent preparing the requested information.

**Medical Records:** There will be a charge of \$40.00 for the first 20 pages and \$1.00 per page for every copy thereafter for medical records. In addition, a reasonable fee may include actual costs for mailing, shipping, or delivery. **Please note it will take 7-10 business days for processing the records.**

**Letters/ Documentation:** There is a charge associated with any and all documentation that we may have to complete. The charges will be determined by the amount of time spent to complete the request.

**FMLA/Disability Paperwork:** We **DO NOT** do FMLA/Disability paperwork. In rare case, if we fill out FMLA/Disability paperwork, there will be a charge of \$40 that you will have to pay. We will not be able to bill your insurance or your employer for that.

**Court Fees :** If a deposition or opinion in court is required, there is a \$300 per hour charge for the Nurse Practitioner and \$500 per hour for the MD to go to court. The minimum charge is \$1000 paid in advance. The hourly charge is billed for preparation time, travel time, and any time spent with an attorney/ clerk for preparation. Travel costs (i.e. tolls, gas, and miles) will also be billed to you. Your insurance company will not be billed for any of these fees and you are solely responsible for them.

**All fees, including late cancellation and no show fee, are not final and subject to change at any time without notice based on the discretion of the practice.**