

New Client-Policies and Procedures

To Our valued client:

I would like to welcome you to my practice. I am committed to providing you the best quality behavioral health care. I encourage you to have all your questions answered regarding the therapeutic process. In addition to having your questions answered regarding the services I provide; I also want to explain my policies and procedures regarding scheduling appointments and how I bill for services. They are as follows:

Appointments: Your appointment time is specifically made for you. My sessions typically last between 45-60 minutes. There are no other clients scheduled during that time so it is very important that if you are unable to keep the appointment, you give me at least 24-hour notice so that I may be able to fill that time for another client. If you do not give me at least 24-hour notice or do not appear for your scheduled visit, I reserve the right to bill you for that time slot. If there is an unforeseen circumstance or an emergency situation, I certainly will take that into consideration but, none the less, I will reserve the right to bill you for that time slot. Insurance companies or other third-party payers will not accept these claims, issue payment or provide reimbursement for unused appointments. As the schedule permits, a makeup session may be scheduled at an agreed upon time.

Availability:

The office telephone number is 216-533-1391. You can expect the calls to be answered by voice mail 24 hours per day, seven days a week. I do not accept calls when I am with my patients, however your calls will be returned within 72 hours. If your call is URGENT, please state that clearly in your message and be sure to leave a number and a period of time when your call can be returned. I will return urgent calls as soon as possible.

Emergencies:

If it is after working hours or on the weekend and you are unable to call to be returned during regular working hours, you may choose hospital emergency room or call 911 for immediate assistance.

Confidentiality and Privacy:

By Federal and state law all issues discussed in your therapy sessions are to be kept confidential. I will not release any information to anyone unless you give me permission through a signed agreement called a Release of Information. The only exception to these laws is in the case I feel you may be in danger to yourself or someone else. I am compelled by law to notify the appropriate parties. You can feel secure that everything discussed in our session will stay private, unless you give me permission in writing to the contrary. In regards to the HITECH Act, electronic billing is done with an encrypted message system making every effort to protect your health care information.

Consent:

Under HIPAA, your consent is not required for physician/therapist to release information for treatment, payments or healthcare operations. However, we have the right to offer you the opportunity to withhold consent for release of any or all information, with the understanding that if you withhold

consent, It may not be possible for the Hearth Consultants, LLC to communicate with other doctors/therapists, laboratories, pharmacies, etc. or to submit insurance claims or give supporting clinical information without further action on your part to give consent.

Medications:

We do not prescribe medication. In some instances, where it seems like medication may be helpful, we will work with you to make a referral to a trusted psychiatric colleague with training and orientation similar to ours. He/she will prescribe medication and see you at designated intervals for medication checkups. Your treatment will not be Interrupted. We will continue to work together in therapy to achieve your goals.

Insurance and Self-Pay Obligations:

I participate in many health insurance plans, but not all. If you have commercial Insurance, I and or my billing agent will attempt to obtain the provision of your benefit plan. I will try to explain as best I can what your financial obligation will be. Some plans have a flat co-payment rate of \$20-\$45.00 per visit. Other may have deductibles and/ or co-insurance. In either case you as the holder of the insurance plan are ultimately responsible for payment for the services rendered. If this is going to be a place an undue financial burden upon you, we can discuss It, and If agreeable, come up with a self-pay agreement that will meet your needs. In order to bill your insurance plan, you will need to sign a release for that insurance company giving me permission to bill them directly.

If you are paying me directly as a self-pay client, payment is expected at the time of services are rendered.

I look forward to working with you and again encourage you to have all your questions answered.