



AUSTIN MIND AND BEHAVIORAL HEALTH OFFICE POLICIES

Welcome to Austin Mind and Behavioral Health. We appreciate the opportunity to work collaboratively with you to provide care for you or your loved one. Please read the office policies carefully and feel free to ask any questions.

1. Appointments

Initial appointment can last up to 60 minutes. During this appointment information will be gathered to help develop a comprehensive treatment plan and then recommendations made for further care. An appointment does not guarantee that any specific medication will be prescribed. We do not offer walk in appointments. Please call to set up the initial appointment as well as subsequent appointments. All patients under the age of 18 years must be accompanied by a parent or legal guardian on every visit. For divorced parents, we require legal documentation authorizing you to seek medical care for the child prior to the visit. A follow-up appointment can last up to 30 minutes.

2. Follow-up Appointments

Follow up appointments are scheduled as per medical necessity to enable proper care of your medical needs. If a patient does not attend a follow up visit for more than 6 months, the patient will be considered discharged from the clinic. A follow-up appointment can last up to 30 minutes.

3. Cancellation of Appointment

No show at an appointment or Late arrival. If you do need to cancel or reschedule an appointment, request must be called in or emailed at least 24 hours before the scheduled appointment time. (For Monday appointments, a request must be made on the preceding Friday, before 12:00 p.m.). **If you or your child miss an appointment without providing 24-hour notice, a late fee of \$100.00 will be charged for the appointment.** Please note that the charge for missed appointment is not payable by the insurance and you are responsible to pay the charge. If you or your child is more than 15 minutes late for the appointment, your appointment will be rescheduled to another available time. You will be charged a missed appointment fee of \$100 for missing an appointment due to arriving late. In some cases, we may be able to see a late appointment, but please note that in such circumstances, the time for appointment may not be extended. If a patient misses two consecutive appointments or misses three appointments in a 12-month period, the patient will be considered discharged from our clinic.

4. Payment

You are financially responsible for payment for services provided to you. Legal guardian of minor is financially responsible for the service. Payment of the service is required at the time of service. We accept cash, checks and major credit cards (American Express, Discover, MasterCard and Visa). A charge of \$30 will be levied on all returned checks. All outstanding balances 90 days overdue will be forwarded to a collection agency.

5. Insurance/Fee for services

We accept Aetna, Blue Cross Blue Shield, Anthem Blue Cross Blue Shield, Cigna/Evernorth, ComPsych, Curative, MultiPlan, Sana, Tricare, United Healthcare, UMR and self-paying patients.

The self-pay rates for services are:

Initial Psychiatric Appointment with the Doctor/MD - up to 60 minutes: \$400

Medication management with or without psychotherapy with the Doctor/MD—up to 30 minutes: \$200

Initial Psychiatric Appointment with a Nurse Practitioner/Physician Assistant -up to 60 minutes: \$350

Medication management with or without psychotherapy –up to 30 minutes: \$175

6. Medications

An appointment is not a guarantee that any specific medication will be prescribed. Depending on your symptoms, a medication may be recommended as part of treatment. The parent or legal guardian are responsible for ensuring that your child takes medication as prescribed and notify us of any side effects or adverse effects of any medication that is prescribed to your child. Adult patients are responsible for ensuring that they take medication as prescribed and notify us of any side effects or adverse effects of their medication. Please note that you are responsible for notifying us of any change in your or your child's medical or psychiatric condition.

7. Medication Refills

You will be provided with enough refills to last until your next appointment. In case that you do need a refill, please ask your pharmacy to send us a refill request. Please provide at least 72 hours or three business days for the request to be completed by our office. Prescription refills are provided during regular business hours (Monday – Friday 8 a.m. to 6 p.m.) and are not filled on weekends or holidays. Controlled substance prescriptions will be provided for a period of one month. Controlled substance prescriptions will not be filled early.

8. Controlled Substance Monitoring

The controlled substances are used to treat several conditions, but they also have a higher risk for misuse or diversion. **For any patient, urine toxicology may be ordered prior to the start of**

treatment and may be ordered on subsequent visits as well. A UDS (urine toxicology) can be performed in the office. **A UDS is not covered by insurance and will be a \$25.00 fee that will be collected at time of service.**

9. Laboratory tests

As part of your treatment, your provider may order laboratory tests. Laboratory tests are billed to your insurance company, or yourself (if you are self-pay). The laboratory may send you a bill for deductibles or laboratory tests not covered by your insurance. In such cases, you are financially responsible for any deductibles or bills.

10. Communication and After business hours phone calls

In case of an urgent psychiatric need, you can call the provider at (512) 579 -0304 and leave a message. The provider will return your phone call shortly. Questions related to appointments, scheduling of appointments, medication refills, payments and billing are answered only during business hours. If you need to speak to the provider over the phone, a phone call is charged \$50 for a 10-minute phone call. If your provider does a phone call with another provider or attorney or school official for your care, the call will be charged \$50 for every 10 minutes of the phone call.

11. Emergency

In case of a life-threatening emergency please call 911 or go immediately to the nearest emergency room. Please do not wait to speak to your provider in our office before seeking emergency care.

12. Confidentiality

We are legally mandated to report any suspected abuse, neglect, or domestic violence to the Department of Family and Protective Services or to a law enforcement agency.

13. Office closures

Our office is closed on all major holidays. In case of inclement weather, the office will be closed on days or times that Austin Independent School District is closed. Appointments canceled due to inclement weather will be rescheduled.

14. Forms

For forms requiring clinician signature, please fill out all the required information, sign the form and submit the forms to the clinic. Fees for completion of form are assessed as a fee of \$35 - \$125, based on complexity and time required to complete the form. School accommodation request forms for 504 accommodations, school accommodations or school medication administration forms are assessed a fee of \$20 per every form. The patient or the legal guardian of the patient is responsible for the charges. We require 5-7 business days to complete any forms. We are unable to complete any forms or letters to be picked up the same day.

15. Payments for Medical Records

In order to request your medical records, please provide your request in writing, to our Clinic Manager. These are the charges for provision of medical records.

- Paper: Up to \$25 for 1-20 pages, \$0.50 per each additional page beyond 20 pages.
- Electronic: Up to \$25 for 500 pages or less; and \$50 for more than 500 pages.

16. Legal Consulting

We do not provide forensic evaluations, CPS evaluations, disability determination evaluations, medical leave evaluations, custody of a minor evaluations, or assessment for parental ability to determine custody or visitation. In the situation requiring testimony from our mental health clinician, or if our provider must provide a deposition or is subpoenaed on your behalf, you will be responsible for our fees. The fee payable to our clinic is \$5000 per day for each day and must be paid upfront and in full.

17. Termination of Service.

We reserve the right to terminate service or professional relationship with any patient at any time.

Effective date: For the period that the patient is provided care in the clinic.