

New England Center for Healthy Minds 2017 Billing Policy

All policies are subject to annual revisions

Cancellation Policy: **Once an appointment time has been booked, **you** are responsible for the appointment time. The office **requires** to be notified 48 hours in advance for ALL appointments that need to be canceled or rescheduled.

For ANY Initial Appointments: If the initial paperwork is not in 5 business days before the appointment time we reserve the right to cancel the appointment. Additionally, if you do not show up for your first appointment or do not cancel the appointment 48 hours prior to the appointment time you will **NOT** be rescheduled.

For ANY Subsequent Visits: If you do not show up for your subsequent appointments or do not cancel the appointment 48 hours prior to the appointment time you will be responsible for the associated charges and/or dismissal from the practice.

Associated Charges for ALL Missed Appointments:

1st late cancel: \$75.00

2nd late cancel: **\$75.00 and dismissal from the practice.** Re-admittance to the practice will only occur after all associated charges are settled.

1st no show: \$75.00

2nd no show: **\$75.00 and dismissal from the practice.** Re-admittance to the practice will only occur after all associated charges are settled.

Discontinuation Of Services: New England Center for Healthy Minds encourages patients to keep all their scheduled appointments and follow through with treatment guidelines. It is the policy of the practice to dismiss patients that are:

- Delinquent in payment and have been sent to collections
- Repeatedly missing or cancelling appointments without adequate notice
- Failure to comply with treatment plan that may include medication and therapy plans
- Disorderly conduct to staff or other patients

Prescription Refill Policy: A follow up appointments must be booked (**no exceptions**).

Requests must be made at least 72 hours in advance (weekends/holidays **do not count**). A \$25 fee will apply for refills needed within 24 hours. The URGENT prescription refill fee will cover the administration costs incurred for this process.

Responsibility for Patient Payments: For children under age 18, the person who brings the child in to the office holds financial responsibility for that day's service. When a patient turns 18, or if a patient is a mature or emancipated minor, he/she will become the financial guarantor of the account.

Insurance: New England Center for Healthy Minds (NECHM) bills all primary insurance companies as a courtesy to our patients. NECHM does not have access to your individual

insurance plan benefits. It is the patient's responsibility to understand what is covered and not covered. If your insurance changed and you are not in receipt of your new insurance cards, you may be asked to reschedule your visit until pre-authorization can be obtained. It is your obligation to present your insurance card at every visit.

Self Pay: NECHM may not be contracted with your specific insurance plan. Full payment is expected at the time of service for any uncovered visits.

Forms of Payment: NECHM is pleased to announce that it offers our patients additional ways to pay their co-payments or outstanding balances at the time of check-in.

- Cash
- Personal Checks
- Flex Spending Accounts (FSA) or Health Spending Accounts (HSA)
- Visa, MasterCard, and Discover. (No American Express)
- Advance Care Card (advancecarecard.com)

Co-payments are a contractual obligation between you and your insurance company. All insurance companies require that all co-pays **are payable at time of service**. NECHM will apply a \$10.00 surcharge to any patient who does not pay their co-payment at the time of service. You may be asked for additional identification when paying by credit card. You may use a debit card that bears the Visa or MasterCard logo on it however, all debit cards will be processed as credit cards.

Credit Card on File: Effective November 1, 2017 NECHM policy requires an active credit card to be kept on file.

Initial Appointment Hold Fee: A \$75.00 hold fee will now be required at the time of booking an initial appointment. This fee will be refunded at the time of check-in. The \$75.00 fee will ONLY be incurred for any missed appointments or cancellations less than 48 hours prior to the scheduled time. This fee is being assessed due to the limited availability at New England Center for Healthy Minds.

Returned Checks: NECHM accepts personal checks as a form of payment. Checks that are returned from a bank for non-payment of any reason will incur a fee of \$25.00 plus the amount of the check. If the patient has 2 or more returned checks in a 12 month period, they will be placed on a cash or credit card only basis.

Transfer Of Records: A \$20.00 fee will be charged for any requested transfer of medical records. There will be a \$50.00 family maximum charge. For patient privacy, you will be required to complete a record release form prior to any charts being copied.

Inclement Weather: In the event of inclement weather, New England Center is committed to providing care to our patients. We will only waive a cancellation or no show fee if the town of Acton cancels school for the day.

Medication Management Services: In the course of medication management your prescriber may determine therapy (family or individual) is warranted, and a therapy visit may be charged as opposed to just a medication management. It is your responsibility to know if your particular insurance plan covers therapy services, and to let the prescriber know.

Telemedicine: All telemedicine appointments require a credit card be kept on file at NECHM so that copays can be processed on the date of the visit.

Quotient Testing: NECHM recommends Quotient Testing for many ADHD patients. This is a not billed to insurance and the cost is \$150 at time of check in.

Lab and EKG: When a patient has lab work done at NECHM the specimen is sent to a separate facility, Emerson Hospital, to have the tests performed. Emerson Hospital bills for the testing and NECHM bills for the collection of the specimen. Please be aware that current medical protocols require specific screenings. Your insurance may not cover these charges. Please check your plan coverage as insurance companies offer many individualized plans to companies. NECHM uses Emerson Hospital as our laboratory facility. Your specific plan may require you to use a specified laboratory, other than Emerson Hospital, for in-network benefits. It is always the responsibility of the patient to understand their individual coverage. If you need to use any lab other than Emerson Hospital, you must inform our office at each visit.

Advanced Beneficiary Notice (ABN): You will receive an educational document that explains what an ABN is and when it is used. You will be asked to sign acceptance of this educational document. You will also be asked to sign an ABN when the visit necessitates.

Balance Billing: There are times when your insurance does not cover a charge. NECHM reserves the right to bill you for any allowable non-covered charge, otherwise known as balance billing. NECHM may bill any secondary insurance companies in compliance with specific contract obligations. Insurance companies offer many different plans to their insured.

Telephone Calls: Occasionally, there are times when telephone advice from a provider warrants a charge. This charge will be billed directly to your insurance company. Your insurance may or may not cover this charge. The practice reserves the right to balance bill the patient for telephone charges.

Credit Balances: You may request a refund check for any credit balances at any time during the fiscal year.

Referrals: Some insurance companies require that you obtain a referral/authorization for treatment. Please contact the number on your insurance card for behavioral/mental health coverage.

Fee Schedule For Non-Clinical Services: In the last few years, behavioral questionnaires, home health and home therapy forms, medication refills, pre-authorizations, school excuses, screening tools and referrals, have exponentially escalated in the mental health population. All of these services include careful review of the patient's history and require time-consuming telephone calls and forms to be filled out.

Because these services are not covered by insurance, many offices are requiring an office visit for everything in order to be reimbursed for the increased staff expense. We know this solution can be inconvenient for parents/patients. When possible, we have decided to charge a modest fee for these supplemental services.

New England Center for Mental Health, PC will charge the following fees for non-covered services:

- Missed appointment (per patient) \$75.00
- Supplemental Document Fee \$5.00 per document. ****Some forms require an office visit.**
- Failure to meet co-payment obligation at time of service \$10.00
- Prescription Refill: when request is less than 24hrs. \$25.00
- Transfer of Records Fee \$20.00 (per patient, \$50.00 family max).
- Returned Check Fee \$25.00
- 8 Week Groups \$250.00
- Transcranial Magnetic Stimulation \$9,500

Receipt of Practice's Billing Policy

By signing below, I hereby acknowledge that I have received a copy of the Practice's Billing Policy.

Signature

Printed Name

Date