



HARMONY UNITED PSYCHIATRIC CARE

Office Policies - Effective October 8, 2019

New Client Appointments: There is a \$100 fee charged for missed appointments or cancellations that occur less than 24 hours (or 1 business day) prior to the set appointment time.

* This fee must be paid, or an acceptable payment arrangement must be made prior to scheduling another appointment. The payment arrangement will be determined on a client to client basis. Failure or Refusal to pay will result in termination of care.

Established Clients: There is a \$50 fee charged for missed appointments or cancellations less than 24 hours (or 1 business day) prior to set appointment time.

- This must be paid, or an acceptable payment arrangement must be made prior to scheduling another appointment. The payment arrangement will be determined on a client to client basis. Failure or Refusal to pay will result in termination of care.
- Please know that we value you as a client to our practice, and we have set aside a specific appointment just for you. While we understand that situations occur which may prohibit you from making it to your scheduled appointment, please know that there is still a cost incurred by our practice even when you don't come. There is a loss of time for the provider you were going to see, along with the continuation of maintaining staff and building maintenance/utilities. For this reason, we have a missed/cancellation fee in place as part of our office policy directives.

No Walk-In-Visits: If you have missed or failed to schedule a return visit you will not be seen if you walk-in. Due to the high volume of patient care, as well as the inconvenience this may cause clients that are already scheduled, we are unable to accommodate clients that just walk in the office. Therefore, we request that you schedule an appointment with the provider you would like to see.

In cases of an emergency please CALL 911 or go to the nearest emergency room available to you.

PRESCRIPTION REFILLS: Prescription refills or requests must have a follow up appointment. You are responsible to keep track of your medications and request refills during your scheduled appointment with the provider.

301 Skyline Drive, Suite 4, Lady Lake, FL 32159.

Phone: (352) 431-3940 | Fax: (352) 431-3173 | www.hupcfl.com



Controlled Medications: (Narcotics/Benzodiazepines/Stimulants/Hypnotics): If you are prescribed a controlled substance and you misplace the written prescription and/or the medication itself, you will not be given another prescription until you are due. It is the client's or guardian's responsibility to keep medications in a safe place. If you take more than you are prescribed, and you do not discuss this matter with the physician/ARNP/PA, you will not be granted an early refill without an appointment. If it is found that your prescribed medication is being abused this could result in immediate termination of care. The state of Florida follows all controlled substance medications in a secure website called E-FORCSE. Harmony United Psychiatric Care does check on clients to see what controlled substances are prescribed. If it is found that you are being prescribed the same controlled medication from another provider this will be grounds for termination of care.

Paperwork: Forms for Disability, FMLA and other paperwork that need to be completed by our office will have a fee of \$50 - \$250 depending on the complexity and time required to complete the paperwork. These services are not covered by insurance; therefore, Florida Statutes permits imposing a fee for these types of services to be fulfilled. This fee must be paid by the client prior to completion of the paperwork.

Insurance: It is the client's responsibility to know your insurance coverage. All services rendered that are not covered by the insurance will be client's responsibility for payment in full.

Balance/Payment: Payment is due at the time of service. It is the client's responsibility to keep their account in good standing. If there is a balance, this should be paid in full or an acceptable payment plan must be made with the billing office. The payment plan will be approved on a client to client basis. Failure to keep your account in good standing can result in termination of care.

The billing office number is **352-504-0652**.

RETURNED CHECKS: Returned checks will result in a fee of \$35, along with the original due amount. This must be paid prior to any future appointments being scheduled or an approved payment arrangement must be made with the billing department. The payment arrangement will be decided on a client to client basis. Harmony United has the right to refuse future checks from those clients.

Medical Records: Medical Records will be released with a completed HIPAA (Health Insurance Portability and Accountability Act) compliant medical record release form. There will be a fee charged for copies of medical records provided directly to the patient or to governmental or non-governmental entities. Fees will be charged as below:

- Records requested by someone other than the patient (Non-Governmental): Paper records will be charged \$1.00 per page; Sales Tax and Actual Postage will be charged additionally
- Record Requested by the patient or governmental entities: Paper records will be charged \$1.00 per page for the first 25 pages; for each page in excess of 25 pages, \$25 will be charged. Actual Cost of reproducing non-written records such as X-Rays.
- There is no charge for medical records that are been sent to a healthcare provider when arranging transition of care or related to communications between healthcare providers.



Phone Visits or Provider Call Back Services:

Telephone communication with our office staff regarding any aspect of your care (insurance, billing, medication refills, questions related to side effects of medications, prior authorization requests, medical records, any other paperwork request, etc) is Free of Charge. Although, in most cases where our office staff needs to communicate with your healthcare provider in our practice to get an answer to your questions we typically do not charge for these services.

However, if you are an established client of our practice and you (or your family members) would like to request to speak with the provider over the phone directly to discuss your mental health condition, discuss your medications, to seek medical advice, or discussion about any aspect of your care, then these phone services are billable provider time.

For Clients with insurance: Your phone services will be billed to your insurance carrier. Please be aware that if you have any co-pay, coinsurance or deductible with your insurance plan then it will be applicable to these phone visits in a similar fashion as they would to your regular office visit.

For Self -Pay Clients: There will be a charge for every returned call by provider, billed at a rate of \$25 (twenty-five) for 5 mins. The calls will be billed in 5mins increments.

FEES FOR SELF PAYING CLIENTS: As of March 28, 2016, clients without insurance coverage must pay a self-pay fee at the time of service. The fee for “self-pay” clients is as follows:

Medication Management:

- New Client- Initial psychiatric evaluation for medication management - \$250.
- Established Client- Follow Up Appointments - \$150 per visit.

Psychotherapy/Counseling: (Including: Individual and Couples/Marriage Counseling)

- New Client- Initial psychiatric evaluation for psychotherapy/counseling- \$150.
- Established Client- Follow Up Psychotherapy Appointments - \$125 per session.
- For Marriage/Couples counseling - the first visit with the therapist must be individual sessions for each client and then follow up visits will include both clients seeing the therapist as a couple during the same session.

Neuropsychological Testing: (Testing for ADHD/Dementia/TBI/Autism Spectrum Disorder, etc.)

- Neuropsychological Testing- The cost for this evaluation is \$300, which includes up to 3 hours of time for evaluation and generating report: however, if additional time is required then it will be billed at \$100 per additional hour.

We thank you for allowing us to care for you!

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