



## **General Office Policies**

**This is an agreement between Lilyfield Psychiatry of Atlanta, P.C. and Patient/Guarantor.**

In this policy, the words "you", "your", and "yours" mean the patient/guarantor. The words "we", "us", and "our" refer to Lilyfield Psychiatry of Atlanta, P.C.

### **Appointments:**

Initial appointments are considered a consultation visit, and your respective clinician will determine if our services will be appropriate to meet your needs. If for any reason our providers will not be appropriate for your care, referral sources will be provided to you.

Office visits are scheduled for specific dates and times, and every effort is made to see you on time. We do not double-book our schedule, so it is important to give a minimum of 48-hours notice of cancelation to avoid a charge for this reserved time. Cancellations for a Monday appointment should be made no later than Friday morning. Failure to provide 48 hours notice will result in a missed appointment charge as follows:

\$150.00 for Initial appointment with psychiatrist (MD)

\$100.00 for initial appointment with master level therapist

\$75.00 for follow-up visit with psychiatrist (MD) and therapist

These charges are your responsibility, and will be charged to your credit card on file or billed directly to you.

If you are more than (10) ten minutes late for your appointment, your clinician may not have the necessary amount of time for proper evaluation and your appointment may need to be rescheduled. You will be charged a missed appointment fee. If you are ill or have another emergency, please notify the office as soon as possible.

Please provide an email address and indicate your consent to use such email if you would like appointment reminders. Please note, these reminders are only a courtesy and it is your responsibility to remember your appointment time. The missed appointment charge will NOT be waived if you did not receive a reminder.

### **Fees and Insurance:**

As physicians and therapists, our relationship is with you, not your insurance company. We will bill your insurance company as a courtesy for you if you are covered under participating insurances. Please note that different providers at Lilyfield Psychiatry of Atlanta, P.C. participate in different insurance plans. (For specifics, please enquire at the front desk.) However, all charges are your responsibility from the time rendered.

It is YOUR responsibility to contact your insurance provider and ensure that your provider participates in your plan. It is also YOUR responsibility to understand your coverage and benefits, including deductible amounts, pre-certifications, referral, and authorization requirements. We are NOT responsible for knowing the requirements of your specific plan. We will try to assist you to ensure that all plan requirements are met, but you will be ultimately responsible to ensure coverage. Please be aware that some, and perhaps all, of the services you receive may not be covered by your insurance company. You are financially responsible for any services provided by our office that are not covered by your plan. Please also note that that certain insurances will not cover services for two providers at one location on the same day (i.e. a patient may not be allowed to see both their therapist and psychiatrist on the same day).



You are also responsible to notify Lilyfield Psychiatry of Atlanta, PC of any insurance changes prior to your next appointment. If you fail to do so, you may be responsible to pay the full amount for your service. Additionally, you will be responsible to pay any claim that is 90 days past due after proper filing and at least 1 re-filing by our billing company. You will also be responsible to pay for any claim that is denied secondary to insurance being inactive at the time of services, or due to failure on the part of the patient or responsible party to obtain prior authorization or referral and/or complete forms required by the insurance company to process the claim.

Statements are automatically mailed to those with an unpaid balance on a monthly basis. Once we send you a statement, the balance on your statement is due and payable upon receipt. Any balance that is 30 days past due is deemed delinquent, and we reserve the right to charge your credit card for this balance. All delinquent balances must be paid in full before any further services will be provided. Failure to pay a balance will result in collection actions and you may be discharged from the practice. If a patient's balance is turned over to a collections agency, an additional 25% of the balance will be added to the account. Patients/guardians are responsible for notifying this office of any changes to address or other contact information.

If we are not a participating provider on your insurance panel, we do NOT bill for out-of-network benefits. We will gladly furnish a statement for you to provide to your insurance company to obtain reimbursement. It is your responsibility to file with your insurance company. We will require payment during the time services are rendered, and reimbursement will be provided to you directly from your insurance company commensurate with your out-of-network benefits.

Please be advised that any bounced check will incur a \$50 fee.

If we are not a participating provider on your insurance plan, the cash fees are as follows:

- \$300 for Initial appointment with Psychiatrist (MD) - 50 minutes
- \$225 for follow-up appointments with Psychiatrist (MD) - 40 minutes
- \$150 for follow-up appointments with Psychiatrist (MD) - 20 minutes
- \$150 for Initial appointment with master's level therapist
- \$100 for follow-up appointments with master's level therapist

**Medications:**

**It is our policy to give enough medication/refills to last until the date of your next required appointment. It is the patient's responsibility to remain current with their appointments so that there is no lapse in needed medication.**

**Please note, we do not respond to pharmacy requests for refills as they are frequently inaccurate and often automated.**

To minimize errors and optimize care and safety, we discourage medication refills in between scheduled appointments. If refills are needed between appointment times, it is your responsibility to call with advanced notice of a minimum of 48 business hours. We will provide only a two week supply of medication, and you are expected to follow up within that time.

**WE WILL NOT REFILL ANY CONTROLLED SUBSTANCES IN BETWEEN APPOINTMENTS** including stimulants (i.e. Concerta, Ritalin, Focalin, Adderall, Vyvanse) and benzodiazepines (i.e. Klonopin/clonazepam).

There is a \$35 fee for any prescription provided in between appointment times. Again, you are expected to remain compliant with your appointments to ensure no lapse in medication. Our physicians reserve the right to



refuse refilling any medication if they believe it is clinically necessary to evaluate the patient before prescribing medication.

Should you find that your insurance requires prior authorization for a prescribed medication, please note that this process may take up to 7 business days. Prior authorizations require a significant investment of time, there is a \$25 fee for completion. Prior authorizations are typically required on an annual basis by your insurance company. Please check with your insurance company or pharmacy for the results of prior authorizations. Often, your pharmacy will be notified of the result and communicate that to you. In order to avoid this process, it is helpful to bring in a copy of your insurance's preferred drug list.

**Phone Calls:**

Any non-urgent phone call will be returned within 48 business hours by front office staff.

Your MD will gladly return a phone call for any urgent matter such as a side effect of medication. Any non-urgent matters, such as the routine need for medication changes in dose or formulation, therapeutic issues, or any other non-urgent concern must be addressed during appointment times.

**Emergencies and Urgent Matters:**

In the event of an **emergency** (immediate attention is required for oneself or another due to a life threatening situation or a potential threat to safety), call 911 or go to the nearest hospital emergency room.

If you need to contact your clinician **urgently** during office hours (M-Th 9am-5pm, F 9am-12pm), you may call the office directly. If an urgent matter arises after office hours, you may call the office where you will be given the option to leave an urgent message for your clinician. Your clinician will be promptly alerted to your urgent message and respond accordingly. Any abuse of this urgent messaging system will be assessed a \$25 fee. Non-urgent uses of the urgent message system include, but are not limited to, medication refill requests and appointment requests.

**Forms/Letters/Record Requests:**

Any additional forms, letters, or records that a patient requests will require a signed *Release of Information* form. This form may be printed off of our website and must be submitted to your clinician prior to the form being completed. These requests require at least five business days for completion and it is the patient's responsibility to provide sufficient advanced notice.

There is a \$25 fee for a clinician to complete any brief letter/form. Any forms/letters that require extended time, such as legal forms, disability forms, intensive school/camp forms, will be billed on a pro-rated basis commensurate with the above listed cash rates.

In addition, should you need a copy of your medical records to be sent to another physician, therapist, or any other provider, this may take up to 10 business days to complete. The fee to compile and send these records are as follows: \$25 for records less than 20 pages, starting at \$40 for records greater than 20 pages in length.

**Termination of Services:**

Any patient who has not been seen by one of our clinicians or made contact with our office regarding an upcoming appointment for greater than 6 months duration will be considered no longer under the care of our providers and discharged from the clinic. These patients may call the clinic again at any time to schedule a new intake appointment. Additionally, there are other possible reasons for permanent termination of services including but not limited to: non-payment of fees, three or more missed appointments, abusive behavior toward staff, abuse/misuse of prescribed medication. If termination becomes necessary, you will be provided referrals for alternate care. Emergency care will be provided for you for 30 days