

PRACTICE POLICIES of CPC ASSOCIATES

Billing and Payment:

In general, our office is a point of service practice. You will be requested to remit your copay / co-insurance / deductible or the full office self pay fee at the time of each visit. Deductible and coinsurance rates are based on the time spent with the doctor or therapist, which may differ from the scheduled time based on need. A late fee of \$10 will be added to any copay fee not paid at the time of the appointment. Please notify us immediately of any changes in your insurance, including copay changes or if you are responsible for meeting a deductible prior to insurance reimbursement. Please also tell us of any HSA/HRA arrangements. It is your responsibility to check your mental health benefits with your insurance carrier prior to your initial visit. All balances with any CPC provider that are the responsibility of the patient should be paid in full at the time of or prior to the next appointment.

We accept cash, debit or credit card, or on-line banking payments. (Visa, MasterCard, Discover, American Express) The only exception is an HSA checking account. Any checks returned by the bank for non-payment will be charged a \$30 fee and subsequent payments must be made in cash or debit/credit card. We do ask that you keep a credit card authorization on file, to be used if your balance is more than 30 days past due. You will be informed before the card on file is used.

Please keep your balance current.

Appointments and Cancellations:

To avoid a broken or missed appointment fee, you must notify the office at least 24 hours prior to the appointment of any need to cancel or reschedule. Please be advised that insurance does not cover missed or cancelled appointments; you are responsible for the full cost of the missed session.

The no show fee for therapist appointments is \$75; the no show fee for doctor appointments is \$75 or \$150: \$75 if the appointment was scheduled for up to 15 minutes; \$150, if the appointment was scheduled for 30 minutes or more.

Except in cases of emergency, such as but not limited to unsafe weather conditions, illness, or hospital stay, the no show fee is charged and must be paid prior to the next appointment. Even in cases of emergency, the courtesy of a call as soon as possible is expected.

Insurance Information

A valid insurance card is to be available to the office staff at each visit. Your information will be reviewed at each visit and the card may be requested. It is always required on a first visit. Please inform us immediately of any changes in your insurance prior to your next scheduled visit. This will facilitate the documentation of your plan's coverage and charges. If changes are not learned prior to a visit, you may be charged for the full service rate allowed by your policy at that next visit. We do not bill visits to insurance companies retroactively. As a courtesy to you, we will bill your insurance company for current services if we are a participating provider. However, if claims are denied for any reason, you will be responsible for the full session fee.

When you check your mental health benefits with your insurance carrier, please also ask if they require prior authorization for your visits: doctors and therapists, the answer can differ. Failure to get prior authorization will result in denial of your claim by your insurance company, and you will be responsible for the balance.

Prescriptions / Medications

In order to receive the maximum benefit from your treatment, please keep your appointments and handle your medications appropriately. If you are doing well and are an established patient, the maximum allowable time between visits in order to receive prescriptions will be six months without exception, monthly or quarterly is usual. Should you require closer monitoring, you will be seen more frequently and as needed.

We do not mail or fax prescriptions. Mail order pharmacy prescriptions are your sole responsibility. If you are using a mail order pharmacy, please remember to allow sufficient time for mailing, processing, and being returned to you. Should your local or mail order pharmacy request a pre-authorization of your prescriptions, please allow seven (7) business days. We do not give samples to last until medications are delivered.

Sample medications are only given to patients when beginning a new medication. We do not provide sample maintenance medication.

Please safeguard your prescriptions and your medication. Duplicate prescriptions are issued at the sole discretion of the physician. If medication is lost or misplaced, we will not replace it with sample medication. Please be aware that insurances will not cover the cost of replacing medication and you may be charged the full cost of medication at the pharmacy.

We do not issue refills at the request of a pharmacy. If you need medication assistance, please call the Office. The Staff will alert your physician and request his/her response. We require at least 48 hours to process medication refill requests. Requests received after 3:00 p.m. Friday will be addressed the following week. Written prescriptions must be picked up during scheduled office hours. We do not accommodate walk-in requests for medication or prescriptions, although we will certainly take notes and alert your physician.

Evening and Weekend Coverage

Evening and weekend coverage is available only in the event of a crisis. If there is any concern regarding the safety of oneself or others, please contact the emergency room at your nearest hospital or dial 911 immediately.

Forms and Letters

Written reports will be subject to a separate fee based on length and complexity. You will be charged for time and processing. Please allow 3-4 business days for the request to be processed. Medical records will be sent upon written request, but there is a per page fee – as set by CT law.

Red Flags Rule

Medical identity theft is a real concern and one CPC works hard to avoid. To protect you, we will copy a picture ID when you first register with us, we will also take a picture periodically for placement in your chart. We also pledge to protect the privacy of your personal health information.

General

Please be considerate of our staff and other patients. Please be sure cell phones are turned off when you are in our office. Please step outside the building if it is necessary to have a cell phone conversation.

PATIENT – DOCTOR CONTRACT

There are expectations and obligations that need to be understood and observed in the doctor-patient relationship. On both sides, courtesy is to be extended and expected in return.

Doctor:

- Honor patient confidentiality.
- Adhere to schedule as much as possible, realizing that emergencies arise that may require more time with some patients.
- Monitor medication treatment and adjust as situations change and/or appropriate product information comes available.
- Return calls – either personally or via administrative assistant – to answer concerns about medical status.
- Prescriptions are written as a result of appointments. The only exceptions are for very short term extensions to accommodate a necessary schedule change that results in running out of medication. Such extensions are made once and measured in days, not weeks or months. Extensions may not be repeated.

Patient:

- CPC Associates runs by appointments; it is not a drop-in office. Efforts will be made to accommodate need and last-minute cancellations are available for re-assignment, but appointments are necessary.
- Make appointments on the recommended schedule.
- Keep those appointments, or re-schedule close to the original date to deal with unexpected events.
- Medication is only prescribed at visits; establishing the correct regimen is a key part of those appointments.
- Do not cancel appointments and then request refills.
- If patient wishes to try a new medication, mentioning this at a visit is the appropriate time, not between visits by telephone.
- Observe the Office Policies.

Thank you for your full attention and the privilege of participating in your care!