



# LIVEWELL

## PSYCHIATRY

### OFFICE AND FINANCIAL POLICIES

Thank you for choosing Live Well Psychiatry as your mental health care provider. We are committed to providing you excellent service and treatment. The following are our policies and practices, which we require you to read and sign prior to any treatment. Please let us know if you have any questions or concerns.

#### *APPOINTMENTS*

If you're not able to keep your scheduled appointment, please call us as soon as possible at 208-898-8999. You may leave a message after business hours. **No-shows and same-day cancellations will be charged \$50.00.** As a courtesy, we try to send reminder messages prior to an appointment, but you're responsible for keeping or canceling your appointment whether you receive a reminder or not. You can view your upcoming appointments at any time by logging into the portal.

Please arrive a few minutes ahead of your scheduled appointment, to allow time for check-in. Most appointments are scheduled for 15 minutes, so **if you're even a couple minutes late you may need to reschedule or wait until there is an open spot.** The provider may require the full 15 minutes for your appointment, so we're not able to just "squeeze you in."

#### *PAYMENTS AND INSURANCE*

As a courtesy, we verify insurance coverage and file claims for most insurance plans.

Your signature authorizes us to bill insurance and receive payments on your behalf. **This does not guarantee payment of services, and all charges are your responsibility if your insurance company denies payment for any reason.**

Please provide us with any change of insurance immediately as there may be required authorizations or restrictions on which providers you may see.

Whenever we're able to confirm that either you have no deductible, or that deductible has been met, we will only collect your co-pay or co-insurance. **Co-payments, co-insurance, unmet deductibles, and any prior balances are due at the time of service.** For self-paying patients, full payment is required at the time of service. We accept cash, credit/debit cards, and checks. **There is a \$35.00 charge for any check returned due to non-sufficient funds or closed account.**

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## ***MEDICARE***

Dr. Hoopes, Joyce Reiland FNP, and Joana Gonzales PA are “opted out” of Medicare, which is not the same thing as out-of-network. It means **Medicare may not be billed for any of your visits here**. Due to restrictions imposed by Medicare, we will not be able to bill Medicare replacement or supplemental policies either.

If you are a Medicare recipient (whether you have chosen traditional Medicare or a replacement policy), you will need to sign a private contract prior to your visits here. **This is a requirement by Medicare. You must let us know if you are a Medicare recipient. If you are currently not a Medicare recipient, then you agree to notify our office immediately should you become one.**

If you have other insurance benefits primary to Medicare, we may be able to bill that policy. If not, you have the option to be seen on a cash payment basis. Our office staff would be happy to provide you with details.

## ***PATIENT PORTAL***

We encourage all patients to get set up for the patient portal, as it is the easiest way for patients to communicate with providers regarding questions or concerns. And since these communications become part of your medical record, you’ll be able to review them at any time.

There are many additional benefits to using the portal as well. Our staff would be happy to provide you additional information and answer any questions.

To obtain a log-in, just provide us your email address and request that we send you an invitation. You can access the portal either by typing [onpatient.com](http://onpatient.com) in your browser, or by downloading the Onpatient app for Apple iOS devices.

## ***QUESTIONS, CONCERNS, AND EMERGENCIES***

**For emergency situations, please call 911 or go to your local emergency room.**

***If you have any questions or concerns regarding your treatment or medications, the best way to contact us is through the patient portal.*** Receiving a written message already attached to your patient record allows us to respond more quickly and efficiently. However, you still have the option to call and leave a message for the medical assistant. Just be sure to include your full name, date of birth, phone number, and reason for

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calling. Messages received after 3:00pm may not be answered until the following business day.

If you aren't doing well or want a change of medication, please contact the front desk for an appointment. An appointment is required for any significant change of medication, to allow provider to review benefits and risks of any proposed changes with you.

### ***MEDICATION REFILLS***

If you need a prescription refill before your next appointment, please contact your pharmacy and they will request the refill from us. Please allow one business day for this service.

***If you are past due for an appointment, you may be required to schedule an appointment prior to receiving a refill.*** This ensures we are properly monitoring your treatment.

### ***COMPLIANCE WITH TREATMENT PLAN***

For us to treat you successfully, you must follow the treatment plan prescribed for you, which includes keeping your regularly scheduled appointments. There are established guidelines of treatment for each medication and condition that we must adhere to. These guidelines, as well as your progress, determine how frequently you must be seen. In addition, certain medications may require laboratory tests.

***We are unable to refill prescriptions for you if you aren't keeping your scheduled appointments.***

***We expect you to take your medications as prescribed.*** Please do not increase or decrease dosage, or discontinue usage without contacting our office first.

If you need to be seen and it has been over 12 months since your last visit, you will need to schedule an hour-long evaluation. A lot can change over the course of a year, and we wouldn't be able to properly evaluate you in a shorter visit.

### ***HIPAA***

Complete information regarding our privacy policy is available in the document titled Notice of Privacy Practices that you received. Additional copies of this document are available on our website or upon request. We are happy to answer any questions you may have.

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***STATEMENT OF NON-DISCRIMINATION***

Live Well Psychiatry complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, religion, age, disability, or sex.

***I understand and agree to comply with these policies. I have also received a Notice of Privacy Practices. I understand I can view this document at any time through the patient portal or may request a paper copy.***