

Office Policies

Late Cancellation and Missed Appointments Policy

Please remember that we have only our time and expertise for sale. If you reserve an appointment time and are unable to keep it or fail to call us 24 hours (one *business day*) in advance to warn us, then we must bill you for that time and *insurance does not pay for this*. This makes a difference in a practice like ours, as we do not “double book” to compensate for a given number of “no-shows” . Be mindful of holidays and weekends, as they are not a valid excuse for a late cancellation. For standard follow-ups with Dr. Haley, the general no-show fee is \$60, however, extended sessions may incur a higher charge. Missed sessions/late-cancellations with Elle Trapkin are \$135. Also, please keep in mind that reminder calls are a *courtesy*, not an opportunity to reschedule without regard to this policy. Two consecutive missed appointments or late cancellations will result in your account being locked for further service until the balance is paid in full.

Primary Insurance and Billing

We will submit claims to your insurance if you designate them as your method of payment for our services. Claims for all services go out at the end of each week. In the case of non-payment or lack of response within 60 days, we will attempt once to re-send the claim. If this proves ineffective, we *will* call or write you with the balance, and ask you to intervene. If that is not effective, however, *you* are ultimately responsible for the billed amount. Generally this occurs after 90 days and multiple unsuccessful attempts to get paid by your insurance. After payment in full we will provide you with a receipt to self-submit and obtain direct reimbursement from your insurance, if you are able to solve the issue. In the end, with some insurance policies, it is in your best interest to go ahead and pay for the services in cash at our reduced self-pay rate, and then attempt to submit the bill on your own. Please speak to us if you have any questions.

Other Coverage

We do not bill secondary or tertiary insurances, nor do we submit to Medicare/Medicaid (including Medicare supplemental or advantage plans).

Email Correspondence

For *simple* messages that do not require an immediate answer, email may be adequate for your answers between visits. Please indicate if you wish a response given in your email, per this policy. E-mail correspondence *does not* constitute an appointment, and will never take the place of one. Also, any correspondence, whether physical mail or e-mail will be added to your medical chart. Contact the front desk to either obtain the appropriate email address or to have the staff type up your question/concern to be sent to the provider.

Medication Refills

Your provider will write adequate prescriptions to last until your next intended visit. If you lose a prescription, etc. there is a **\$15.00 per instance** charge for replacing or calling in prescriptions between appointments. Some prescriptions require a written prescription, so, please schedule an appointment in these cases. Extra refills between appointments are not a guaranteed service and are always at the discretion of the provider.

Prior Authorizations/Pre-Certifications

It is becoming more and more common for insurance companies to require additional work from providers before they will pay for appointments and/or medications. Because of this, we now charge for these services known as prior authorizations and pre-certifications, due to the time and work involved in obtaining them, regardless of whether your insurance company denies or approves the services after receipt of the paperwork. You will be charged **\$15.00 per PA/PC** required.

After-Hours/Emergency Calls

In the case of an emergency, if you need to contact your provider directly and it is outside of regular business hours, during the weekend, etc. you can dial our main office number. On the answering system there is an option for contacting someone from ***Alianza: Healthy Thinking*** and you can leave a message that will be transferred to the person on call. There may be a short delay before we receive the message. *All emergency calls will be billed according to the time they require.* Co-pays, deductibles, and other responsibilities will still apply.

Paperwork

Paperwork that requires time/work outside of an appointment will be charged according to the length of time required by the provider/staff. Charges occur for the following but are not limited to these administrative tasks: disability paper, letter of recommendation, accommodations requests (such as for extended testing time), etc. We will inform you verbally or by invoice of the cost any time you or someone on your behalf submits paperwork. Insurance does not generally cover this expense. Please let the front office know if you would like a receipt for self-submitting. Paperwork will *only* be forwarded or given to you when payment in full is received.

Payment Arrangements

We understand that sometimes medical expenses can be unpredictable and can put strain on your finances. We are willing to work with you and in certain situations may make payment arrangements. It is *your responsibility* to ask for such arrangements at the earliest notice. In lieu of a mutual agreement, payment in full is expected as soon as you are made aware of the balance. If payment arrangements are made they must be followed as agreed upon, or the agreement will be considered null and void. After three unsuccessful attempts to collect the balance, your account will be flagged and you will no longer be able to receive any services from our office without payment in full.