



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 with 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

Live Well Psychiatry provides **Telehealth** evaluations and medication management follow ups. There are potential risks to this technology, including interruptions and technical difficulties. If others are present during the evaluation/visit other than your health care provider, we will maintain confidentiality of the information obtained. You will be informed of their presence in the evaluation and thus will have the right to request the following: (1) omit specific details of information personally sensitive to you; (2) ask non-clinical personnel to leave the telehealth examination room: and or (3) terminate the consultation at any time.

****No-shows and/or same day cancellations will be charged \$50.00 without adequate notice.** As a COURTESY, we've implemented reminder messages to be sent prior to upcoming appointments. As we require 24-hour notice for cancelling, if you're not able to keep your scheduled appointment, please call us as soon as possible at 208-898-8999; if it's after business hours, leave a message. Whether you've received reminders or not, you are still responsible for attending, or cancelling your appointment 24 hours in advance. You can view your upcoming appointments, at any time, by logging into the patient portal.

Please be available a few minutes ahead of your scheduled appointment, to allow time for any technical difficulties. 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, as we may be unable to "squeeze you in".

PAYMENTS AND INSURANCE

No Surprise Billing Act is available upon request.

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 collect just 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.**

Accounts with a past due balance over 60 days will need to be paid in full, prior to receiving further treatment.

MEDICARE

Live Well Psychiatry Providers have “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 and 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. 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 with additional information and answer any questions.

To obtain a log-in, just provide us with your email address and request that we send you an invitation. Please note: the invite expires 7 days after being sent. You can access the portal either by typing onpatient.com in your browser, or by downloading the Onpatient app for Apple and android devices.

QUESTIONS, CONCERNS, AND EMERGENCIES

For emergency situations, please call 911 or go to your local emergency room. You may also call or text 988 for the National Suicide Prevention Hotline number at 1-800-273-8355.

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 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 office for an appointment. An appointment is required for any significant change of medication, to allow the 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 48 business hours for this service. Depending on your insurance policy, prior authorization may be needed before refilling a prescription. In those cases, please allow 72 business day hours. Please be sure that you are aware of this and contact us ahead of time, to ensure that you do not run out of your medications.

If you are past due for a follow up, you may be required to schedule an appointment prior to receiving a refill. This ensures we are properly monitoring your treatment. The State of Idaho requires a medical checkup prior to the re-issuance of a prescription at a maximum of every six months. Certain medications may require lab tests and more frequent medical checkups. Some insurance companies will only allow a 30-day supply of medication to be dispensed by your pharmacy; in this case, the patient will be required to be seen to receive a new prescription.

COMPLIANCE WITH TREATMENT PLAN

Consent for Treatment: I am presenting myself for outpatient care at Live Well Psychiatry and I voluntarily consent to the rendering of such care, including medical treatment and procedures by authorized agents, employees of Live Well Psychiatry and the medical staff (or their designees) as in their professional judgment may deem necessary. I acknowledge that no guarantee has been made to me as to the result of examination or treatment in this clinic.

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 on the website titled Notice of Privacy Practices. We are happy to answer any questions you may have.

STATEMENT OF NON-DISCRIMINATION

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

I understand and agree to comply with these policies. I understand that I can view the Notice of Privacy Practices at any time at livwellpsychiatry.com, or may request a paper copy.