

New Orleans Center for Mind-Body Health

GENERAL OFFICE POLICIES AND PROCEDURES PLEASE READ THE FOLLOWING AND SIGN WHERE INDICATED

PRESCRIPTION REFILLS

Please check your need for medication refills before each appointment so that prescriptions can be written at the time of the appointment. Med call-ins in excess of 1/year will be charged \$25.

AFTER APPOINTMENT PHONE CALLS, EMAILS, OR OTHER CORRESPONDENCE

By signing this document you agree to communications by email. However, other than short exchanges primarily for administrative matters, patients are encouraged to use after-appointment phone or email correspondence for emergencies only and to save clinical questions for discussion at their next appointment. Remember, email is not the best means of confidential communication.

TREATMENT TERMINATION

Treatment at the New Orleans Center for Mind-Body Health (NOCMBH) requires regular consistent appointment follow-up so that he can get to know the person and gather information on a longitudinal basis that would best inform quality care. When deciding to end treatment at NOCMBH, it is always best to have one last appointment for optimal closure and summary of treatment. However, some patients will drop out of treatment without notice. In these cases, missing an appointment and not scheduling a follow-up within one month will represent a communication to our office that the patient no longer desires treatment at NOCMBH at this time. In these cases, the patient's chart will be closed and the patient-doctor relationship will end. This means that we will not be able to call in medications or respond to patient emergencies. If there were an emergency after termination, the patient should contact their primary care physician or physician with whom they are being actively treated or go to their nearest emergency room.

FEES:

The following methods of payment are available to NOCMBH patients: cash, personal check, money order. The credit card information is used as a means of charging late cancellations and outstanding balances only. In general, we do not accept credit cards for services. **Please be advised that full payment is due at the time service is rendered. Should your account become past due for a period greater than 30 days, a late fee of 1.5% per month will be incurred. This fee also applies to missed appointment charges. Should collection/legal proceedings become necessary to recover a past due account, the charge associated with such procedures –i.e. collection fee, court cost, attorney's fees, etc. will be the sole responsibility of the patient who incurred the debt.**

INSURANCE:

If you have insurance, payment up to your deductible is required at the time of your first appointments. After your deductible is met, you will owe your co-pay at the time of the appointment. Please call the number on the back of your card to verify that your physician and/or therapist is in your network, check need for prior authorization, the amount of your deductible, co-pay, and annual number of sessions available on your plan. Patients are responsible for payment on claims denied secondary to failure on the part of the patient to obtain proper authorization/referral, claims unpaid by insurance (including reasons such as termination or change of the original insurance and not updating a new form and obtaining authorization of new insurance), or services for diagnoses that are preexisting or excluded by the policy.

APPOINTMENT CANCELLATION:

NOCMBH asks that you give a 24 hour notice of cancellation of an appointment. Messages can be left on the answer machine or you can email our office at info@nocmbh.com after hours and on weekends. A cancellation within 24 hours or no-show will be charged the full amount of the visit. Please keep in mind that your insurance company will not pay for a missed appointment, and the charge will be at the usual office rate. Also, our office is unable to call patients to remind them of their appointments, so please keep track of your follow-up appointments.

Psychiatric Office Fee Rate: Initial Evaluation \$250 Follow-up psychotherapy and meds – 45 min \$150

Follow-up psychotherapy and meds – 20min \$100. Psychotherapy/Individual Mind-Body Skills Training performed by one of our licensed counselors: Individual Evaluation \$125.00 Follow-up appointments – 45 minutes \$100.00.

Please supply your credit card information at the bottom of this form, which indicates that you fully understand and agree to the above policies, procedures and use of the credit card for late cancellation and other charges incurred.

Credit Card Type: (Visa and Mastercard only) _____ Number _____ Security Code: _____

Patient's Name on Card (Please Print): _____ Exp date: _____ Card Zip Code _____

Signature of Patient: _____

Date: _____ Witness: _____