



## **PRACTICE POLICIES AND GUIDELINES**

Welcome to Lifestyle Psychiatry MD. We strive to provide evidence based, patient-centered, physician-led mental health care supported by secure, HIPAA compliant technology. The purpose of this document is to outline our practice policies. Before we can commence any treatment or other professional services, your agreement to the following policies, terms and conditions is required.

### **CLINICAL SERVICES**

You or your legal guardian consent to participate in an initial psychiatric evaluation and diagnostic assessment from one or more licensed physicians at Lifestyle Psychiatry MD. It's important to note that this first visit is a consultation and doesn't automatically establish a physician-patient relationship. At the end of the initial evaluation or consultation, we will make a mutual decision on whether our practice fits your needs and expectations.

After the initial evaluation, if it is determined that Lifestyle Psychiatry MD can provide the services the patient needs, the treatment plan and appointment frequency will be established. Patients will need to be seen weekly to every 3 months for them to remain active in this practice.

If there is a potential of any physical danger to the patient or others, please call 911 immediately or go to the closest emergency room. If a patient needs more intensive services than we can provide, we will do our best to refer the patient to the appropriate level of care, but we cannot guarantee the receipt or quality of care that others provide.

This practice is not set up for:

- Emotional Support Animal letters
- Forensic evaluations
- Child custody evaluations
- Disability or FMLA evaluations
- L&I assessments
- Assessments for ability to return to work, ability to own a weapon, ability to drive a certain vehicle
- Transcranial Magnetic Stimulation / Electroconvulsive Therapy
- Suboxone Treatment
- Couples or Family Therapy
- Court-ordered treatment, or treatment under the Washington Involuntary Treatment Act (ITA)
- Providing care for patients outside of the state of Washington

## **CONTACTING US**

If there is any current concern that the patient will harm self or others, please call 911 or go to the nearest emergency room. You may also call the Suicide and Crisis Lifeline by dialing 988 or 1-800-273-TALK which is a confidential hotline staffed by trained mental health counselors, 24 hours a day, 7 days a week.

Prospective patients can request an appointment directly from our website to provide us with their contact information and to consent to our policies. They will also provide their credit or debit card information at this time. Card information will be saved on file. We will confirm the appointment and send an email with a link to register an account on our patient portal. It's important to note that for new patients, the online request and confirmation of an appointment do not automatically establish a physician-patient relationship.

All communications at Lifestyle Psychiatry MD are conducted through HIPAA-compliant services. Our physicians commit to responding to non-urgent patient messages within 2 business days via the HIPAA-compliant patient portal. Please note that the patient portal is not suitable for urgent matters or emergencies.

For non-urgent matters, patients are encouraged to utilize our patient portal to:

- Directly communicate with their provider.
- Request medication refills.
- Send and receive forms for completion and signatures.
- Share relevant documents with the provider.
- Schedule appointments online.
- Request itemized superbills for reimbursement from the insurance company.

For general questions regarding our practice and our policies, you can email us at [info@lifestylepsychiatrymd.com](mailto:info@lifestylepsychiatrymd.com). Also, for frequently asked questions, you can visit the FAQ page on our website.

## **APPOINTMENTS**

Patients are required to be physically located in WA state at the time of their appointment. Patients should be in a quiet, safe environment where there is a reasonable expectation for privacy, and with a reliable internet connection and working camera and audio connection. If the patient attends the appointment while driving, the appointment will be cancelled and will be charged as a missed appointment.

Appointments can be scheduled online through our website or the secure patient portal. Patients are seen by appointment only. All questionnaires sent to the patient via the patient portal must be completed at least 48 hours before the appointment, otherwise the appointment will be cancelled. If there are any forms that need to be completed by the provider, please upload the form via the patient

portal before the appointment so that the provider can ask any necessary questions during the appointment.

Every effort is made to keep appointments running on schedule. Please be aware that emergencies occasionally arise which may cause unexpected delays. If this occurs, we will try our best to notify the patient prior to the appointment. We ask that patients help us by being on time for their appointment and by contacting us if they will be late or unable to keep the appointment. Patients must notify us via email or a patient portal message at least 48 hours before the appointment if they wish to cancel or reschedule the appointment. Otherwise, it will be considered a late cancellation, and a late cancellation fee will be charged.

## **FEE SCHEDULE AND PAYMENT**

By scheduling an appointment with Lifestyle Psychiatry MD, patient or responsible party agrees to pay professional fees as follows:

### **For in-network patients**

Lifestyle Psychiatry MD is contracted with Premera Blue Cross, Aetna and United. For patients who have Premera Blue Cross, Aetna or United as their primary health insurance, we will bill the health insurance company for the provider portion.

For patients who have Blue Cross Blue Shield (BCBS) coverage, visits may still be eligible for reimbursement, and we will submit claims through Premera Blue Cross. Coverage may vary, so we strongly recommend that patients check with their insurance provider to confirm their specific benefits and reimbursement options.

For in-network services, Lifestyle Psychiatry MD will submit claims on patient's behalf as a courtesy, but there is no guarantee that patient's insurance will pay. Patients are responsible for full payment, whether the insurance company ends up paying partially, or not at all, for services rendered. Patients will also be responsible for any co-payments or deductibles required by their plan. Any deductibles, co-pays, and/or applicable fees are due at the time of the appointment and will be charged to the credit card on file.

### **For out-of-network patients**

Lifestyle Psychiatry MD is out-of-network with other commercial insurance companies. Patients who do not have Premera Blue Cross, Aetna or United as their primary insurance will have to pay out-of-pocket for all appointments. If you are an out-of-network patient, the following charges will be applied to your credit card at the time of your appointment:

- Initial Psychiatric Consultation: \$299
- Follow-Up Psychiatric Services - Medication Management and Psychotherapy: \$299
- Follow-Up Psychiatric Services - Medication Management Only: \$129

- Administrative work outside of your appointment time, which exceeds more than 5 minutes such as: phone calls (to you, providers or family and friends); responding to emails or direct messages; scanning or faxing; document preparation and medical record handling; completion of any paperwork/forms; and obtaining any prior authorizations for medications or treatment will be billed in quarter-hour increments based on an hourly rate of \$400.

Most private insurance companies reimburse 50-80% of the out-of-network cost to the patient. However, as each insurance plan is different, it is not guaranteed that an insurance company will reimburse the patient for the mental health services they received. Please contact your insurance company to find out exactly what will be covered.

After each appointment, we will provide a superbill to our patients who have commercial insurance that is out of network. A "Superbill" is a medical billing receipt for an appointment with an out-of-network provider. It includes diagnoses, CPT billing codes, fees, and date of service. Patients can choose to submit the superbill to their insurance company directly to request reimbursement. As each insurance plan is different, submitting a superbill does not guarantee that an insurance company will reimburse the patient for the mental health services they received.

Patients are required to save a credit or debit card on file when scheduling their first appointment. Full payment will be charged to the card on file at the time of appointment even if you plan to request reimbursement from your insurance, FSA, or HSA. Payment is charged at the time of the appointment through our secure payment gateway.

## **NO SHOWS AND LATE CANCELLATIONS**

Please note that cancellations made less than 48 hours but more than 24 hours in advance will incur a **\$50 cancellation fee**.

Missed appointments and cancellations made less than 24 hours in will incur a **\$100 cancellation fee**.

If a patient does not join the appointment within 10 minutes of the scheduled appointment start time, the appointment will be considered a no show or a missed appointment. Also, patients are required to complete the pre-appointment questionnaires at least 48 hours before the appointment. If the required pre-appointment questionnaires are not completed 48 hours before the appointment, the appointment will be cancelled. It is recommended that patients save a regular credit or debit card on file (not HSA or FSA card) as no shows and late cancellation fees are not covered by insurance and by most HSAs and FSAs.

If a new patient misses the initial appointment, it will NOT be rescheduled.

## **PRESCRIPTIONS**

All medications will be e-prescribed to the pharmacy on file. Prescriptions for medications and refills are provided during an appointment. In rare cases that a medication refill is needed in between appointments, requests must be sent by the patient through the patient portal at least 2 business days in

advance. Please note, filling of medications may be delayed by other paperwork, such as prior authorizations. Patients will need to be seen at least every 3 months to remain active in this practice and receive further medication refills. Failure to follow up on the recommended schedule may result in prescription refill requests being denied.

Your physician at Lifestyle Psychiatry MD may look up patient's prior prescriptions using clinical databases (e.g., PMDP, Surescripts).

Prescriptions for controlled medications will not be provided. Due to regulatory requirements, we do not prescribe any controlled medications which are often used to treat the following conditions:

- ADD/ADHD (often treated with stimulants like Adderall, Concerta, Ritalin, Vyvanse, etc)
- Anxiety/Panic (often treated with benzodiazepines like Xanax, Ativan, Klonopin, Valium, etc)
- Insomnia (often treated with controlled sleep medications like Ambien, Lunesta, Sonata, etc)

### **TERMINATION OF THE PROVIDER/PATIENT RELATIONSHIP**

If you are considering no longer being an active patient in this practice, please inform us so that we can discuss the transition plan. If you have concerns, please feel free to bring them to our attention so that we can address them together.

In rare circumstances, Lifestyle Psychiatry MD may choose to terminate the physician-patient relationship under the following conditions:

- If it is deemed that the patient would benefit from a different provider or requires a higher level of care that Lifestyle Psychiatry MD cannot provide.
- In the event of violent, threatening, or disrespectful behavior by a patient or their family member towards a member of this practice.
- If a patient fails to attend three consecutive appointments, either through a no-show or less than 24 hours' cancellation notice.
- If a patient does not return for a follow-up appointment at least every 3 months.
- If a patient fails to settle bills at the time of each appointment.
- If a patient seeks care from another psychiatrist or healthcare provider for the management of the same or a related condition.

The decision to terminate the physician-patient relationship will only be reached after careful consideration and discussion with the patient. Patients will be provided with written notification, appropriate referrals, and a 30-day supply of medications (without further refills).

By typing your name in the boxes below and signing, you confirm that you have read and understand the Practice Policies of Lifestyle Psychiatry MD, and you agree to abide by these policies.

Patient Name: \_\_\_\_\_

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_