

## **Office Policies**

The office policies regarding scheduled appointments with Harmony United Psychiatric Care are as follows:

**New Client Appointments:** There is a \$150 fee charged for missed appointments or cancellations less than 48 hours (or two business days). This must be paid or an acceptable payment arrangement must be made prior to scheduling another appointment. The payment arrangement will be determined on a client to client basis. Failure or Refusal to pay will result in termination of care.

**Established Clients:** There is a \$75 fee charged for missed appointments or cancellations less than 48 hours (or two business days). This must be paid, or an acceptable payment arrangement must be made prior to scheduling another appointment. The payment arrangement will be determined on a client to client basis. Failure or Refusal to pay will result in termination of care.

**No Walk-In-Visits:** If you have missed or failed to schedule a return visit you will not be seen if you walk in. Therefore, we request you to schedule an appointment with the provider you would like to see.

**PRESCRIPTION REFILLS:** Prescription refills or requests must have a follow up appointment. You are responsible to keep track of your medications and request refills during your scheduled appointment with the provider.

**Controlled Medications: (Narcotics/Benzodiazepines/Stimulants/Hypnotics):** If you are prescribed a controlled substance and you misplace the written prescription and/or the medication itself, you will not be given another prescription until you are due. It is the clients or guardian's responsibility to keep medication in a safe place. If you take more than you are prescribed, and you do not discuss this matter with the physician/ARNP/PA, you will not be granted an early refill without an appointment. If it is found that your prescribed medication is being abused this could result in immediate termination of care.

The state of Florida follows all controlled substance medications in a secure website called E-FORCSE. Harmony United Psychiatric Care does check on clients to see what controlled substances

are prescribed. If it is found that you are being prescribed the same controlled medication from another provider this will be grounds for termination of care.

**Paperwork:**Forms for disability, FMLA and other paperwork that need to be completed by our office will have a fee of \$50 - \$250 depending on the complexity and time required to complete the paperwork. As such services are not covered by the insurance therefore fee for such services has to be paid by the client prior to completion of the paperwork.

**Balance/Payment:** Payment is due at the time of service. It is the client's responsibility to keep their account in good standing. If there is a balance, this should be paid in full or an acceptable payment plan must be made with the billing office. The payment plan will be approved on a client to client basis. Failure to keep your account in good standing can result in termination of care. The billing office number is **352-504-0652**.

**RETURNED CHECKS:** Returned checks will result in a fee of \$35, along with the original amount due. This must be paid prior to any future appointments being scheduled or an approved payment arrangement must be made with the billing department. The payment arrangement will be decided on a client to client basis. Harmony United has the right to refuse future checks from those clients.

**Medical Records:** Medical Records will be released with a completed HIPAA (Health Insurance Portability and Accountability Act) compliant medical record release form. There will be a \$50 fee for clients requesting personal medical records.

**Phone Visits:** Harmony United Psychiatric Care does not do psychiatric visits or counseling over the phone. No Exceptions.

**Insurance:** It is the client's ultimate responsibility to know your insurance coverage. All services rendered that are not covered by the insurance will be client's responsibility for payment in full.

**FEES FOR SELF PAYING CLIENTS:** As of March 28, 2016, clients without insurance coverage must pay a self-pay fee at the time of service. The fee for self-pay clients are as below.

**Medication Management:**

- New Client- Initial psychiatric evaluation for medication management - \$250 per evaluation

- Established Client- Subsequent Visits- \$150 per visit.

**Psychotherapy/Counseling:** (including individual and couples/marriage counseling)

- New Client- Initial psychiatric evaluation for psychotherapy/counseling- \$150 per eval.
- Established Client- Subsequent Psychotherapy Visits- \$125 per session.
- For Marriage/Couples counseling the first visit must be individual sessions for each client with the provider and from subsequent visits they can both see the therapist as a couple during the same session.

**Neuropsychological Testing:** (Testing for ADHD/Dementia/TBI/Autism Spectrum Disorder, etc)

- Neuropsychological Testing- The client must pay at least \$300 for the evaluation (which includes up to 3 hours including evaluation and generating report), however if additional time is required then it will be billed as \$100 per additional hour.

**METHODS OF PAYMENT:** Payments can be made in the form of Money Order, Credit Card, or Checks. Please make checks payable to: Harmony United Psychiatric Care.

In cases of an emergency please CALL 911 or go to the nearest emergency room available to you. For all questions of concerns, you can always reach our office at 352-431-3940. During the after hours, weekends and holidays we have answering service available to take your call.

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