

## **Therapeutic Health Associates Office & Financial Policies**

### **Office Hours**

The office is open to patients Tuesday – Friday, 9:00 am to 5:00 pm for medication management appointments. Patients are seen by appointment only and walk-ins are not accepted.

On Mondays, emails and voice messages will be checked throughout the day by our practice manager and answered within 24-48 hours.

### **Office Communication**

To schedule, change or cancel appointments, please contact the front office by calling 410-451-3000 or emailing [admin@therapeutichealthassociates.com](mailto:admin@therapeutichealthassociates.com). If the office staff is on the phone or addressing another patient's needs, he/she may not be able to pick up the phone. In this case, please leave a voice message and request a call back.

When leaving a voice message, please speak slowly and clearly and provide all pertinent information, including the patient name, phone number, and concern so that your call can be addressed as efficiently as possible.

Patient Portal: For general medical questions for your provider, you can send a secure message through our patient portal which is fully encrypted and HIPAA compliant. While our email is encrypted, it is not as secure as our patient portal so messages containing personal health information should be sent through our Portal. Please note, any requests for medication changes or messages with multiple or detailed questions may necessitate you make an appointment. If you have not received an invitation to sign up for the Portal, please contact our staff. <https://portal.kareo.com/pp-webapp/app/new/login>

Email: We strongly advise all patients have a current email address on file which can be used to send important practice announcements, appointment reminders, and enable patients to use the Patient Portal. Email is also one of the best ways to schedule or change appointments  
[admin@therapeutichealthassociates.com](mailto:admin@therapeutichealthassociates.com)

If you have a general question for your provider, you may send a message to your provider through the Patient Portal, send an email at [admin@therapeutichealthassociates.com](mailto:admin@therapeutichealthassociates.com), or call the front office and leave a message. If you have an urgent matter to discuss, such as severe medication side effects, please call the front office 410-451-3000 and let staff know you need to speak with your provider and it is urgent.

Remember - your provider has scheduled appointments throughout the day and may not be able to answer your call at the time it is placed requiring you to leave a message. Your provider will contact you within 48 hours, during regular business hours, unless you report in your message that your call is an emergency. (See Emergencies below). Calling multiple times will not expedite the process. Calls that require more than 5 minutes for your provider to address may require you to make an appointment.

### **Emergencies**

In the case of a life threatening emergency, please call 911 or go to your nearest emergency room. You can also try calling your Local Crisis Warmline. The Anne Arundel Crisis Warmline is 410-768-5522. DO NOT contact your provider or office staff by email in the case of an emergency.

### **Office Closures/Inclement Weather**

In the case of bad weather, our office typically follows the Anne Arundel County public school system as to whether the office will be open or closed. We will do our best to contact patients who are scheduled for that day in a timely manner. You can also contact our office directly and listen to our voice message which will be updated by 7:30am in the event we have a delayed opening or office closure.

### **Prescriptions & Refills**

It is our policy to prescribe sufficient medications and refills to last until your next appointment. It is the responsibility of the patient to schedule and attend recommended follow-up appointments.

If you have a routine refill request please send a message to your provider through the Patient Portal. You can also email your request to [admin@therapeutichealthassociates.com](mailto:admin@therapeutichealthassociates.com) or call the front desk at 410-451-3000. Please allow your provider 2 business days to process your request.

All refill requests should include the following information:

- Patient Name
- Date of Birth
- Patient Phone Number
- Medications Required
- Pharmacy Name and Street Address

If a refill is required because you have failed to schedule a timely appointment or missed an appointment, you will be charged a \$25 fee for this service. In order to receive this refill, you must also schedule a follow-up appointment prior to approval of the refill. Your provider may refill only enough medication to last until your next scheduled appointment or may decline the refill request.

Controlled medications such as stimulants and benzodiazepines are regulated by the DEA and should only be filled during a scheduled office visit.

### **Appointments, Cancellations, Missed, & Late Appointments**

If you must cancel, please call 410-451-3000 or email [admin@therapeutichealthassociates.com](mailto:admin@therapeutichealthassociates.com) *at least 24 hours in advance* during normal business hours.

This will allow us to offer your appointment to someone on the wait list. If you do not cancel your appointment within 24 hours, you will be charged a cancellation fee of \$75.00 which must be paid prior to rescheduling another appointment. For new patients who miss the initial appointment, there is a \$150.00 rescheduling fee that must be paid prior to scheduling a new appointment. Exceptions will only be made for emergencies that occur within the 24-hour period prior to the appointment.

It is important that you arrive on time or preferably 10 minutes early for your scheduled appointment so adequate time is available to manage your care. Because most appointments are scheduled for 20 to 60 minute intervals, if you are 10 or more minutes late for your appointment, there is no guarantee you will be seen and you may need to reschedule. If you arrive late and can still be seen, you may have to wait so as not to inconvenience other patients.

Appointment reminders are sent to all patients via text and email. If you are not receiving appointment reminders, please verify we have your correct mobile phone number and/or email address on file. Please note, appointment reminders are a courtesy service and failure to receive an appointment reminder is not an exception to the missed appointment and cancellation policy.

If you miss or are repeatedly late for 2 scheduled appointments within a calendar year, you may be discharged from the practice. Our goal is to provide personalized care and to do so includes your active participation.

On rare occasions, your provider may need to cancel and reschedule your appointment. In this case, your provider will provide you with a new appointment and will ensure that you have enough medication to last until you can be seen again. It is important that if your contact information changes, you inform our office so we may reach you in these circumstances.

### **Termination of Care**

THA reserves the right to terminate your care for the following reasons:

- Misuse of prescribed medications
- Receiving duplicate prescriptions through multiple providers
- Missing more than 2 appointments in a calendar year without advance notice
- Unpaid balances
- Consistent non-compliance with the treatment plan
- Hostile or overtly disrespectful behavior by you or your family

If you are discharged from the practice, we will provide you with a list of other providers who may continue your care.

### **Coordination of Care**

It is important to coordinate care with all health care professionals treating you. We request you complete a release of information form so that your mental health provider may communicate as necessary with your other providers. We typically will request records from your primary care provider including most recent lab results. We may also need records from previous mental health providers and/or facilities in which you were treated in order to provide you with the best care.

### **HIPAA Privacy Policies and Client's Rights:**

You will be provided with a written description of THA's Notice of Privacy Policies which is our policy regarding the privacy of your medical records in accordance with the Health Insurance Portability and Accountability Act (HIPAA). All information you share remains confidential except as it applies to Maryland State law.

## **Financial Policies**

Therapeutic Health Associates (THA) no longer accepts insurance for appointments with provider Courtney Marshall, PMHNP-BC. All appointments are now fee for service and are due at the time of your appointment.

Cara West is in the process of transitioning to her own practice in which she will continue to accept insurance. Until this transition is complete, Cara West will continue to work with our practice and continue to accept insurance for her services.

Any patients with current outstanding balances will need to pay their balances in full or arrange a payment plan with our office staff in order to continue care with our practice. Unpaid balances that are not paid within a timely manner or being paid through a payment plan may be referred to a collections company for repayment.

Many insurance companies will reimburse for “out-of-network” benefits. After your visit, we can give you a receipt (superbill) with a billing code and diagnosis that you can submit to your insurance for reimbursement. Unfortunately, we cannot guarantee that you will be reimbursed nor the amount. You can call your insurance company and discuss reimbursement prior to scheduling an appointment.

### **Fee Schedule**

- **New Patient Medication Visits - \$250**
- **Follow-up Medication Visits - \$100**
- **Pharmacogenetic Testing** (May be covered by insurance, call insurance company to inquire)
- **Medication Refills (between appointments) - \$25 (plus postage if mailed)**
- **Missed and Late New Patient Medication Visit - \$150**
- **Missed and Late Follow-Up Medication Appointments - \$75**
- **Returned Check fee - \$35**
- **New Patient Therapy Visits (with Cara West) - \$200**
- **Follow-up Therapy Visits (with Cara West) - \$120**
- **Paperwork/Letter Fees- \$25.00-\$100.00**
- **Medical Records- 83 cents/page plus postage; \$22.88 preparation fee if required**

**Missed/Late Appointment Fees:** All appointments must be canceled at least 24 hours in advance of the appointment time or the patient will be charged a missed appointment or no-show fee of \$75.00 for follow-up appointments or \$150.00 for new evaluations and hour long appointments. THA securely stores credit card information on file with patient's prior written authorization. Please note that if you miss an appointment or cancel with less than 24 hours notice that the credit card on file may be charged the missed appointment fee or the patient may be billed for this fee. If a patient arrives more than 10 minutes past the scheduled appointment time, it may be necessary to re-schedule the appointment and a missed appointment fee may be charged.

**Returned Checks:** returned checks will incur a \$35.00 bank penalty fee on top of the balance that is unpaid as a result of a returned and unpaid check. In most cases we will not be able to accept a check as a form of payment from a patient once a check has been returned.

**Paperwork/Letter Fees:** If needed, your provider can write letters and complete medical forms for a fee. The fee is based on the time needed to complete the request. In most cases, please allow 1 business week for your paperwork or letter to be completed. Complex paperwork may require an appointment.

**FMLA/Disability forms**

For patients who need paperwork completed for FMLA or Short-term disability, the patient must be established with the practice for at least 3 months and see your prescribing provider every 4-6 weeks. It is also recommended that the patient be attending therapy every 1-2 weeks.

**Emotional Support Animal (ESA) letters**

ESA letter eligibility will be determined on a case by case basis by your provider and is not guaranteed.

**Medical Record Fees:** Patients may request a copy of their medical records by completing and signing our record release form in person with proper photo identification. It may take 7-10 business days for records to be prepared. The charge for medical records is 83 cents per page (this is the current rate per DHMH Maryland website) plus any applicable postage fee if records are to be mailed. A preparation fee of \$22.88 may be charged to hospitals and insurance companies if they are requesting records.