

Practice Policies

Synergy Psychiatric Mental Health

BY

Michael L. Brown MD PLLC

Ph: 915-293-1200 Fax: 915-293-1293

PRACTICE POLICIES

This document contains important details about the services provided by the independent providers through this practice. Feel free to contact the provider or the main office for further details.

Independent Contractors:

- At Synergy Psychiatric Mental Health by Michael L. Brown MD PLLC the providers are independent contractors. As independent contractors, the providers have the liberty to appoint their availability and preferred fees for the services they provide. Each provider has a site where their services and fees are disclosed. This information can be accessed at www.synergypsychiatricmentalhealth.com under the providers tab and clicking the "Select" button of the provider, it will open the provider's site where you can read their information, services, and fees.
- Being an independent contractor allows the providers the liberty to give a more personalized patient-centered care, under the medical direction of Psychiatrist, Dr. Michael L. Brown, who has vast experience in psychiatry and values quality of care. The providers follow evidence-based medicine guidelines for medication management.
- Each provider has their own style of interviewing and communication which makes a difference in the interaction between the patient and the provider influencing the patient-provider bond and relationship. Each provider also has preferred styles of psychotherapy. The providers' religious or spiritual beliefs may also influence therapy and/or consultation style.
- Reading the provider's site description page can give the client insight about the provider and allows client to choose the provider that best matches preferences and needs.

The "No Surprises Act":

- Under the "No Surprises Act", state-licensed and certified healthcare providers, are required to inform every new and continuing client, who is either out-of-pocket / self-pay, uninsured, out-of-network, or declines using their health plan insurance for services coverage about the right to receive a Good Faith Estimate. Providers are required to give the Good Faith Estimate prior to the scheduled appointment.
- A Good Faith Estimate gives an approximate of the costs that are foreseen during the course of treatment over a period of time. The Good Faith Estimate is meant to protect clients from unexpected charges and have the opportunity to dispute such charges when those are considerably higher, if higher than \$400.00 of the given estimate.
- Providers may have to update the Good Faith Estimate based on client's condition, findings, service fee changes, or other factors. Providers are required to provide an updated Good Faith Estimate whenever there is a change. Visit the following links for further information and instructions:

<https://www.cms.gov/nosurprises>

<https://www.cms.gov/files/document/nosurpriseactfactsheet-whats-good-faith-estimate508c.pdf>

Late Cancellation Fees

- Cancel or reschedule appointments 24 hours in advance. If scheduled appointment is not cancelled or rescheduled before 24 hours from appointment time, you will be responsible for a late cancellation fee.
- Late cancellation fees also apply when not showing/attending scheduled appointment or when showing up late to the appointment and provider is not able to accommodate late visit.

- If client is a minor or requires a legal guardian or authorized representative, this person should be present during appointment. If not able to be present, office should be notified if another person was assigned by legal guardian to accompany client for appointment and legal guardian would require to sign a special permission before the appointment. If there is no legal guardian or authorized representative available or other assigned person, the appointment would need to be canceled and will be subject to late cancellation fee.
- Because providers are independent and have independent fees, see the provider's site for fees.
- Also, because providers have independent scheduling preferences, the amount of time allowed for appointment tardiness may differ, check the provider's site for details.
- Cancellation or rescheduling needs to be done through the client's Patient Portal in Headway or SimplePractice, according to the client's service registration, or by calling the main office at 915-293-1200 option 1, if no one is able to answer the phone, leave a recorded message. The time of the message recording is the time that will be taken into consideration for the late cancellation applicable fees.
- Client will be responsible for the late fee cancellation, not the Health Plan Insurance carriers.
- To avoid cancellation fees keep track of scheduled appointments regardless if you receive reminder messages.

Billing and Charges

- Billing and charges are based on the services rendered.
- Client shall receive Invoices for services rendered through their patient portal.
- Clients shall receive payment receipts through their patient portal.
- Billing and Charges are done with the most accuracy possible, but are not completely free from mistakes, please address any questions or concerns regarding charges with provider first and follow further instructions or contact main office at phone number above for further guidance.
- Billing is managed through different sources, client will be made aware how they shall receive their bills for services payment. Can address provider if ever in doubt.

Payments

- Depending on insurance or payment preference some clients will be receiving billing and payment information through the Headway portal, payments will be made online through Headway access or payment of services will be automatically charged to credit/debit card on file. Future appointments may be cancelled by Headway if there is a balance pending.
- For clients registered through SimplePractice for payment service, can make payments online from the SimplePractice patient portal, or can be automatically charged to credit/debit card on file, in-person and by mail at the main office address found in www.synergypsychiatricmentalhealth.com. If there is a balance pending to be paid, it will be at the discretion of the provider to continue providing services until balance is paid.
- All payments made through SimplePractice with a credit/debit card either online or in-person are processed through SimplePractice platform in partnership with Stripe to provide a secure and integrated payment processing solution for customers.
- At the main office, payments can be made in-person with cash, check/money order, or with credit/debit card.
- Payments by mail are to be sent to the main office address found in www.synergypsychiatricmentalhealth.com. Payments should be sent in check or money order payable to: Michael L. Brown MD PLLC. Keep in mind that, the practice and main office is not responsible for lost payments sent through this method. Payments will be credited to balance until check or money order has processed deposit into the practice bank account.

Communication Accessibility

- The main telephone can be dialed 24 hours a day, nevertheless if no one is able to answer the call or calling outside of main office business hours follow the instructions given in the message.
- Clients always have access to communicate directly with provider using the patient portal either through Headway or SimplePractice messaging system, remember that emergency or urgent services are not provided, allow the provider at least 2 business days to respond to your request.

- Language support, interpretation and translation is provided upon request. It is the client's preference to obtain support from sources that trusts or feel comfortable or effective.

Electronic Communication

- Services by electronic means, include but are not limited to telephone communication, the Internet, facsimile machines, e-mails and applications.
- Confidentiality protections are equally applicable, nevertheless, 100 % confidentiality cannot be ensured through any electronic communication method.

Social Media and Telecommunication

- Due to the importance of your confidentiality and the importance of minimizing dual relationships, providers may not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). Adding clients as friends or contacts on these sites can compromise confidentiality and privacy. It may also blur the boundaries of the therapeutic relationship. If you have questions or concerns about this, please bring it up with your provider to talk more about it, remember that providers are independent and have different preferences.

Minors

- If client is a minor, parents or legal guardians are responsible for final decision-making and approval of plan of care, unless legal exceptions.
- If minor is allowed to have an individual interviewing, the degree of confidentiality is limited when the mental and physical wellbeing of client is at stake and by other law regulations where reporting is required.
- Further questions and/or concerns can be addressed with provider during consultation.

Termination of care

- It is important to have a termination process to achieve closure and/or continuation of care.
- Termination of care can be decided by the client at any time. It would be a polite gesture for client to notify the provider or office staff about the decision of termination. If termination decision is not communicated by client, the client may be reached out by provider and/or main office for follow up check.
- If termination of care was decided by the provider, the client will be notified by the provider or main office staff about the reason, need, purpose or recommendation of such decision.
- Continuation of care is of vital importance, client can request needed records for continuation of care.

Important Reminder

- Remember that no urgent nor emergency services are provided. In case of an emergency, call 911 or attend to any urgent care center or emergency department.

BY SIGNING THIS DOCUMENT YOU ATTEST TO HAVE READ, UNDERSTOOD AND AGREED TO THE TERMS CONTAINED IN THIS DOCUMENT AND THAT YOU HAVE READ THE SELECTED PROVIDER'S SITE INFORMATION AND AGREE WITH THE PROVIDER'S SPECIFICATIONS.

("You" refers to Client and/or client's legal guardian or representative)