

POLICIES

TREATMENT AT EVERGREEN PSYCHIATRY

Evergreen Psychiatry is an outpatient practice only. Dr. Harmon does not have admitting privileges, nor is she affiliated with or on staff at any hospital. Should a patient need more intensive services than Dr. Harmon can provide, she will do her best to ensure safety and obtain the appropriate level of care, but she cannot provide that care directly and cannot guarantee the receipt or quality of care that others provide.

Court-ordered or formal legal evaluations as well as disability evaluations are outside the scope of Dr. Harmon's practice and are not offered at Evergreen Psychiatry. Dr. Harmon is unable to comment on a patient's ability to work until after a treatment period of at least six months of care, and in that case her opinion may differ from that of the patient. Patients specifically seeking care related to one of these issues will not be scheduled with Dr. Harmon, but Dr. Harmon will assist in making recommendations to see another provider when possible.

Please note, safe monitoring of psychotropic medications requires regular medication monitoring visits. New patients receiving medication should expect to be seen every 2-4 weeks while adjusting medication, with more established patients spacing out to every three months once on a stable regimen.

COMMUNICATION WITH EVERGREEN PSYCHIATRY

FOR EMERGENT CONCERNS (e.g. imminent danger to yourself/your child or someone else, a life-threatening emergency): Immediately call 911 or go to the nearest emergency department. You may also follow the prompts of the office phone system listed on the contact page to leave an urgent message, but do not wait for a return phone call before accessing emergency services via 911 or an emergency department.

FOR TRULY URGENT CLINICAL CONCERNS which cannot wait one to two business days (e.g. if you/your child are experiencing severe medication side effects or withdrawal symptoms, if you/your child are being evaluated in an ER or Crisis Center, or if you/your child have been hospitalized for psychiatric reasons and the psychiatry team needs to reach Dr. Harmon): Follow the prompts of the office phone system (610) 600-1289) to leave an urgent message.

FOR NON-URGENT CONCERNS (e.g. prescription refill requests, questions about side effects, administrative requests): Evergreen Psychiatry can be reached via either the patient portal of the electronic medical record system or via the office number (610) 600-1289. Messages left via either method will be returned as soon as possible, within one to two business days, and typically via patient portal given time constraints and the nature of scheduled appointments. Please note that messages will not be routinely checked on weekends, holidays, or after 4:00 pm on weekdays. Some questions cannot be answered adequately via the patient portal and will be deferred to an upcoming scheduled appointment.

PAYMENT FOR SERVICES

A credit card must be kept on file (stored securely in the electronic health record system) during treatment at Evergreen Psychiatry. Evergreen Psychiatry does not participate with any insurance plans and does not file claims on behalf of patients. Payment for services is due at the time of service. Payment will be billed to the credit card held on file unless other arrangements are made at the time of service. If payment is 60

days past due, Evergreen Psychiatry reserves the right to utilize legal resources such as collection agencies or small claims court in order to obtain payment for services rendered.

PROFESSIONAL FEES

Common billing codes are listed next to the service. However, Dr. Harmon will bill and document according to the service provided, which sometimes varies from case to case.

Child (under 11) Initial Evaluation (150 minutes, 2-3 visits) \$910

A child evaluation consists of a visit with one or both parents, a briefer visit directly interacting with the child (can be combined into one longer session for time purposes), collateral phone calls/document review, and a treatment planning session with parents to discuss diagnostic assessment and treatment recommendations. The order and timing of these sessions will be determined on a case-by-case basis.

*Patients with recent psychological testing/diagnosis may require a shorter Treatment Planning session with pro-rated total cost of \$770

Common CPT codes- Visit 1: 90792, Visit 2: 90792, Visit 3: 99215

Adolescent/Young Adult (11-18, still in high school or with extensive parent support) Initial Evaluation (180 minutes, 2-3 visits) \$1050

An adolescent evaluation consists of a visit with one or both parents, a visit directly interacting with the adolescent (can be combined into one longer session for time purposes), collateral phone calls/document review, and a treatment planning session involving parent and child to discuss diagnostic assessment and treatment recommendations. The order and timing of these sessions will be determined on a case-by-case basis.

*Patients with recent psychological testing/diagnosis may require a shorter Treatment Planning session with pro-rated total cost of \$910

Common CPT codes- Visit 1: 90792, Visit 2: 90792, Visit 3: 99215

Extended Adult Initial Evaluation (18+, 90 minutes, 2 visits) \$560

An extended adult evaluation consists of an initial visit (with patient +/- parent or support person if desired), collateral phone calls/document review, and a second briefer session to discuss diagnostic assessment and treatment planning. This visit structure is used for young adults living with their parents, who have significant parental involvement in their care, or who are psychiatrically complex requiring substantial review of records and past treatment history. Adults who are stepping down from a higher level of care will fit in this category.

Common CPT codes- Visit 1: 90792, Visit 2: 99214

Standard Adult Initial Evaluation (60 minutes, 1 visit) \$350

The standard adult evaluation takes place over one visit and is used for new adult patients with limited parent involvement and straightforward psychiatric histories requiring limited record review.

Common CPT codes- Visit 1: 90792

Extended Follow-Up Visit (50 minutes face-to-face) \$350

This visit type is suggested for patients who have not been seen in over three months, patients receiving therapy, medically complex patients, and patients who desire a more comprehensive visit at an unrushed pace.

Common CPT codes- 99215 (medication only) or 99214 + 90833 (medication + therapy)

Brief Follow-Up Visit (25 minutes face-to-face) \$210

This visit type is suggested for patients who receive therapy from an outside therapist, are seen regularly, patients with less medical complexity, and patients who desire a visit that is limited in scope to medication management.

Common CPT code- 99214 (medication only)

INSURANCE

Evergreen Psychiatry does not accept patients with Medicare insurance. Patients are asked to notify Dr. Harmon if they obtain Medicare coverage during their treatment course. Patients with Medicaid insurance may elect to be treated at Evergreen Psychiatry but are prohibited by state law to seek reimbursement from their insurer for out-of-network care. Evergreen Psychiatry is considered an “out-of-network” provider. Many insurance companies will provide partial (40-80%) reimbursement for services rendered by a psychiatrist, but you must check with your insurance company for specific benefits applicable to your plan. Psychotherapy & medication treatment are allowable expenses for Health Spending Accounts (HSA) and Flexible Spending Accounts (FSA). Evergreen Psychiatry will provide an itemized bill that you can submit to your insurance company or HSA/FSA for your entitled reimbursement upon request.

Questions you may want to ask your insurer: Do I have mental health insurance benefits? What is my deductible and has it been met? How many sessions per year does my health insurance cover? What is the coverage amount per therapy or medication session? How much will I be reimbursed (%) if I pay out of pocket? Is approval required from my primary care physician? How do I request reimbursement?

APPOINTMENT CANCELLATION POLICIES

The keeping of regular appointments is crucial to successful treatment. We will work with you to the best of our ability to find a convenient time for your appointments. The scheduling of an appointment constitutes an agreement to pay for the professional time reserved exclusively for you/your child.

Appointments can be canceled by calling the office or online using the patient portal to send a message or by using the appointment calendar. Appointments can be re-scheduled using the patient portal or by calling the office.

Follow-up appointments canceled with 48 hours notice or more will not incur a charge.

Follow-up appointments canceled with less than 48 hours notice will incur a charge equal to 50% of the reserved professional time (the rate of the reserved session).

Follow-up appointments canceled with less than 24 hours notice and missed/no-show appointments will incur a charge equal to 100% of the reserved time (the rate of the reserved session).

New patients who miss or cancel a new patient evaluation appointment with less than 48 hours notice may be charged a \$100 missed evaluation fee and/or will not be offered a subsequent evaluation slot.

A credit card must be kept on file (stored safely in the electronic health record system) during treatment at Evergreen Psychiatry. Fees for late cancellations & missed appointments will be charged to the credit card

on file.

FORMS/DOCUMENTS/CONSULTATIONS

Patients are asked to please bring necessary forms to scheduled appointments.

Forms and reports completed during appointments will not incur an additional charge. Any reports or professional consultations involving time (greater than 15 minutes) outside a session will be billed in fifteen-minute increments at a pro-rated charge for the professional time involved assuming an hourly paperwork rate of \$200/hr. A flat fee of \$50 will be assessed for prior authorizations for medication requiring more than 15 minutes of physician time. Fortunately, most medications do not require prior authorization.

MEDICATION

As much as possible, medication refills will be addressed during scheduled appointments, and patients will be given enough medication to last until the next scheduled appointment.

If medication refills are needed between appointments, patients can request a refill by calling the office or sending a message through the patient portal. Responses to refill requests may take 1-2 business days. It is ideal to leave at least a week to obtain a needed refill in the event of administrative challenges, such as the need for a prior authorization or to change pharmacies.

CONTROLLED SUBSTANCES

All prescriptions for controlled substances (stimulants, benzodiazepines) will require a signed controlled substance agreement, and (by law) Dr. Harmon will check the appropriate state drug monitoring program database prior to prescribing any controlled substances. Providers may not prescribe controlled substances without an in-person examination prior to starting the medication, and regularly thereafter (at least every two years). In keeping with the requirements of the Ryan Haight Act, Dr. Harmon cannot prescribe stimulants or benzodiazepines via telemedicine, unless a relationship has already been established from an in-person visit or there is a public health emergency such as the COVID-19 pandemic.

CONFIDENTIALITY

The security of your sensitive information is extremely important and protected by law. Any disclosure of your treatment to others will require your explicit written consent. However, Dr. Harmon is a mandated reporter under certain situations. If indications of child abuse or planned bodily harm to self or others become apparent in the course of treatment, she is legally bound to report these to the appropriate authorities. The Notice of Privacy Practices provides more detailed information regarding your private health information, and is available on our website.

All communication and clinical treatment will be documented in the patient chart as required by both the law and the standards of the profession. You are entitled to receive a copy of these records with appropriate consent (by the relevant party under state law) unless it is believed that seeing them would be emotionally damaging. If this is the case, Dr. Harmon will be happy to provide the records to an appropriate mental health professional of your choice or to prepare an appropriate summary instead. In many cases, it can be useful to receive treatment records during a treatment session so that their content

can be discussed as needed.

RELEASE AND STATEMENT OF RESPONSIBILITY

1. I have read and understood the above information.
2. I agree to the terms of the office payment and cancellation policies.

Patient or Legal Representative Signature

Date