

Payment Policies

Please read through the following rules and policies. Commencement of service indicates acceptance of these rules and policies. Please initial each line. Absence of initials where indicated will be interpreted as incompatibility.

_____ Payment is expected at the time of service. If you have problems making your copay then a payment plan can be set up. Please let Dr. Tyson know, in advance, if making a payment is an issue.

_____ In the event that you need to cancel your appointment, you can call either office, but you **must** receive verbal confirmation from one of our staff that we received your notification; saying that you called is not sufficient. A better alternative is to sign up for the Patient Portal where you can cancel your appointment yourself. More information about the Patient Portal is provided on the next page.

_____ Each appointment is reserved specifically for you, we never intentionally double book. **We also never schedule a return visit unless you/the patient asks for an appointment.** If you cancel your appointment with less than 24 hours notice or you miss the appointment there will be a charge for the amount of time reserved. The charges are as follows:

15 minute appointment	\$50.00
30 minute appointment	\$80.00
45 minute appointment	\$120.00

_____ If you miss your appointment or cancel your appointment with less than 24 hours notice, we will charge your credit card on that day for the missed appointment. We require that we keep your credit card on file so that we can complete the transaction. If your credit card is declined, no further appointments can be made until the issue is resolved. Credit Card information is kept separate from your chart in a locked file.

_____ We no longer provide appointment reminder calls but you are now able to sign up for reminder email or text messages from the software program that provides your electronic health record. This function is called a Patient Portal. It will be described in more detail below. We recommend that you take this step as often patients themselves are not available when we make our calls. If you do not have a means to receive a reminder call via electronic emission, please let us know and we will try to find a way to remind you.

_____ Prescriptions for medications are written at the time of your appointment. Every effort is made to coordinate follow-up appointments with the supply of medication and need for refills. Therefore, refill requests outside of appointments are discouraged. Refill requests may not be granted if you do not return for a follow-up appointment as planned during a session.

_____ In the event we agree to provide a refill request outside of the time of your appointment, we will make every effort to call it in that day, but we will not guarantee that it will be called in the same day. Generally we require 2 business days notice for a prescription that can be called in and 3 business days notice for a prescription that must be written. There will be a charge of \$8 per prescription for providing refill requests outside of the time of your appointment, if the refill request is due to the following: 1) you missed or changed your follow up appointment, 2) your prescription plan under your insurance changes and you need new prescriptions or 3) you lost your prescriptions or your medications.

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_____ There will be a \$10 service charge to bill you should you forget your copay and a 1% interest rate per month will be charged on accounts delinquent 30 days or longer from the time that the payment was first expected. If you "forget" your copay and we agree to see you, the copay must be made no later than 30 days from the appointment or there will be interest charged. If your insurance company informs us that you owe more than we were told, then we will bill you, and the 30 days starts from the date of the bill.

_____ If you use your health insurance to pay for part of your care then you automatically give them the right to request those records for review. We do not have the legal standing to refuse them your record if they have, or will, pay for your care.

Patient Portal

The Patient Portal is a confidential email application which is a part of your electronic health record. It is accessed through the internet. More and more practices are using this approach so you may already be using the Patient Portal of another doctor's practice. To use the Patient Portal you must first sign up for it, which means that we must enter your email address into the system and the system must have assigned you an "enrollment/security token." (The token is just a number series used to identify and validate your right to access.) Through the portal you can cancel an appointment, look up an appointment, request an appointment reminder with an email or text message, ask a (simple) question, request refills and request information about your chart or your account. If you would like more information or would like to sign up please let us know.

The following will be provided at no charge to you: off from work notes, labs requests, jury duty letters, records requested from other clinicians and releases of information.

The following extra services are provided for a fee, at the following rates:

medication authorizations: \$20

appeal letters should the initial attempt for authorization fail: \$50-\$100

FMLA paperwork: \$20

insurance forms: rates depend on how long it takes to fill out the form

We will request annually that you resign this form so that there are no misunderstandings.

If you anticipate problems arising from these conditions, please let Dr. Tyson know.

Thank-you for your patience.

Signature

Print Name

Date

Credit Card Authorization Form

I authorize Dr. Tyson to charge my credit card as indicated in the terms above.

CC #: _____

Exp Date: _____ **CCV:** _____ **Billing Zip Code:** _____

Signature of card holder and relation to patient