



Office Policy

Insurance

1. Patients are responsible for being aware of their current insurance coverage. This includes:
 - Out of network benefits
 - Deductible and/or "out-of-pocket"
 - Need, if any, for pre-certification
 - Current coverage and co-payment
 - Limits and current usage on annual visits
 - Any changes in coverage
2. If you have exceeded your benefits covered you are responsible for the **full payment** for any uncovered sessions.
3. Your mental health coverage may be "carved out" to other managed care companies. We are considered **out-of-network** with those companies.
4. Please note that your insurance may place limits on the number of visits allowed per year. This may not be sufficient to cover the clinically appropriate level of care determined by your doctor.

Medications

1. To ensure quality of care, regular follow-up with routine office visits is necessary for prescriptions to be provided.
2. If one or more scheduled office visits have been missed, the physician **must be seen** before any prescriptions are written or renewed.
3. Please inform your physician about needed refills at least three business days before your medication runs out. Set aside an emergency reserve of three to five days of each prescription.

Cancellations

1. Because your appointment time has been reserved for you, **you will be charged for missed appointments and cancellations with less than 48 hours (two full business days) notice.** For example, if your appointment is scheduled on a Monday or following a long weekend, please call on the preceding Thursday.
2. Charges for missed appointments are **not covered** by your insurance and are due and payable prior to any further appointments. Please note that such charges include the amount normally covered by the insurance company in addition to any copay amount.

Telephone Calls and Email

1. Please leave your full name and phone number with your message. Return calls are made within 24 to 48 hours. If you are experiencing an emergency (such as a medication reaction or crisis situation), you should call your individual provider and then either proceed to the nearest Emergency Room or dial 911.
2. Phone calls cannot substitute for office visits. For complex concerns and medication adjustments, an appointment with your physician is necessary.
3. E-mail is limited to the exchange of **non-clinical** information. Please allow 24 to 72 hours for response to email inquiries.

Payment

1. Payment is expected at the time of appointment. We accept cash, checks, Visa or Mastercard.
2. Fees for written reports or records may incur additional charges.
3. There is a \$50 charge for returned checks.

Office Policy Patient Acknowledgement

patient name

birth date

I have received a copy of the Office Policy of Hudson Psychiatric Associates, LLC and agree to the terms within.

signature

date

parent legal guardian other:
relationship to patient (if signed by authorized representative)