

Stepping Stones Psychiatric Services, PLLC

Practice Information and Agreement

Introduction:

Welcome to Stepping Stones Psychiatric Services. We are committed to taking the journey to wellness together. Our goal is to develop a professional relationship with each patient and their family members that is satisfactory for everyone. The following information is provided in hopes of helping you understand our practice philosophies and policies. If you have any questions and/or concerns we welcome your feedback. Please feel free to talk with our staff or your provider if you have questions. Thank you for entrusting your mental health needs with Stepping Stones Psychiatric Services.

Confidentiality:

Our services are confidential. Tennessee law states: Confidential information is controlled by the patient or by the patient's legal representative. No information will be released to anyone without your specific authorization. There are three exceptions to this rule. First, Tennessee law requires that child abuse be reported to the Department of Human Services. Secondly, in the case of an emergency, or when there is imminent danger to the patient or to other persons, the mental health provider may breach the requirement of confidentiality. Lastly, it is possible that a judge may require that certain information be released to the court. Additionally, when a physician or other professional refers you, or your child as a patient, we may communicate with that professional unless you specify to the contrary.

If you choose to submit a claim to your insurance for services received at Stepping Stones Psychiatric Services, confidential information must be released to the insurance company. Information that the insurance company requires depends upon the insurance policy. At a minimum, we will be required to provide a diagnosis, service codes and dates of services.

Cost:

Each new patient appointment is scheduled for 60 minutes. Each new patient appointment requires a nonrefundable deposit that will be applied to your initial evaluation appointment. If you do not show up for your appointment or cancel your appointment without rescheduling, your deposit will be forfeited. (Appointments require a minimum of 24 hours notification to cancel and/or reschedule) If you reschedule your new patient appointment more than one time, you will be required to pay for your entire new patient appointment before we will reschedule an initial 60 minute appointment for you.

Stepping Stones Psychiatric Services has opted not to participate in any insurance plans including Medicare. Our goal is to provide affordable comprehensive care to those persons seeking care. Initial 60 minute evaluation appointments are \$200 and 30 minute follow up medication

management appointment are \$100. Payment is due at time of service. We accept cash and all major credit cards. Receipts for submission to your insurance company will be provided upon request. Any account that is 30 or more days past due will be charged a monthly service charge of \$20.00 per month until paid in full. Additional appointments and medication refills are not permitted until financial arrangements are made with our office or the account is paid in full. The maintenance of your account is considered part of the therapeutic agreement and may be indicative of your motivation to engage in treatment. Failure to bring your account current within 90 days may result in termination of service and/or your account being turned over for collections.

Insurance:

We do not accept insurance. This does not mean that you can not use your insurance for medications that may be prescribed by your provider. Not accepting insurance allows for you to choose whether financial parties have access to your medical records. Additionally, this allows us to provide affordable rates for all patients. We will provide a receipt for submission to your insurance company with your diagnosis, procedure code and date of service at your request. Some insurance providers do have out of network benefits and may reimburse a portion of your expense directly to you. It is your responsibility to get information directly from your insurance plan regarding reimbursement rates, policies and procedures.

If you are a TennCare, Medicaid, or Medicare QMB recipient, we are unfortunately not able to provide care due to federal and state regulations. Failure to disclose this information will result in immediate termination of services.

Cancellation Policy:

Cancellations must be made within 24 hours of your scheduled appointment. All appointments not canceled within 24 hours will be billed as a missed appt or late cancellation and you will be charged the full cost of the scheduled appointment.

Medication Policy:

Medication refills are generally taken care of at each scheduled appointment. Additional refills on any medication outside scheduled appointments will be at the discretion of the provider. If the provider opts to refill a medication pending a rescheduled missed appointment, there will be a \$25.00 refill charge in addition to the fee for the missed appointment. These fees will need to be paid prior to refill being submitted to requested pharmacy. In most cases the refill will be a supply to last only until the date of the rescheduled appointment.

There are no early refills permitted for controlled substances.

A urine drug screen may be ordered by the provider at any time at the expense of the patient. If urine screen is not submitted when ordered or if urine screen is not passed, the provider may terminate treatment.

Care may be terminated immediately if our office discovers any misuse of your medication including seeking and/or obtaining additional medications from other providers.

Requests for specific medications will be considered but all medications prescribed will be at the discretion of the provider.

All requests for refills require 48 hours advance notice. Please submit only one request for medication refill within the 48 hour required notification of request.

Paperwork and Reports:

Forensic evaluations will not be provided

All requests for FMLA, short-term disability, long-term disability, school letters and forms, etc. will be completed within one week. All requests are completed at the discretion of the provider and being an active patient is not a guarantee that requests will be honored. The cost for this service is \$25.00.

Long-term disability and social security disability paperwork will not be completed until you have been an established patient for six months or greater. Paperwork will not be completed for any patient that has not been seen for appointments as scheduled.

Office Hours:

Appointments are scheduled in general during the following times:

Franklin Office:

Monday 8:00am to 5:00pm

Brentwood Office

Tuesday and Friday 8:00 am to 5:00pm

Saturday appointments are offered generally one Saturday per month

Other hours may be available at the discretion of the provider. Please let our office staff know of any specific scheduling need you may have and we will do our best to accommodate specific appointment times when possible.

Communication:

When our phone is unattended, voicemail will record your confidential message and your call will be returned within 24 hours or the following business day if it is the weekend. If you have an urgent need please contact our office at (615) 628-7176 until 9:00pm daily. All emergency calls will be returned as quickly as possible. If you have an emergency after 9:00pm or if you have an

emergency that can not wait until the provider returns your call please do not hesitate to call 911; go to the nearest emergency room or contact the Crisis Intervention Center at (615) 244-7444. Our goal is to meet every need; however, safety is paramount and if needed please access resources that may be more readily available until you are able to speak to your provider.

Services Provided:

Psychiatric evaluation, medication management and brief therapy are provided to children (ages 6 and older), adolescents and adults. We diagnosis and treat Anxiety Disorders, Mood Disorders such as depression and bipolar affective disorder, PTSD, Schizophrenia and other thought disorders, ADHD, Alcohol and Drug Addiction Recovery, Post Partum depression, Autism Spectrum Disorders and Eating Disorders. As with any medical treatment, a guarantee of a specific outcome can not be guaranteed. Psychiatric evaluations are provided for diagnostic purposes and are useful in helping understand the symptomology individuals are experiencing as well as providing a basis for us to discuss all treatment recommendations which may include recommendations for medication intervention. When medications are being used to manage symptoms as part of the treatment plan it is important to keep scheduled appointments with your provider for ongoing monitoring and to also avoid disruption in medications. Your provider will make every effort to discuss treatment and recommendations in simple, non-technical terms. Please fee to ask additional questions when needed. The therapeutic relationship is a team approach and open communication will serve patient, family members and prvider well.

Stepping Stones Psychiatric Services does not provide:

Forensic Services

SSI or SSDI Disability Determination

Psychological Evaluations or Psychoeducational Testing

Multiple Providers:

It is important to maintain one provider to prescribe your psychiatric medications. We will not provide medications if you are receiving medications for the same or similar condition from another provider as this affects our ability to adequately monitor your care. We encourage patients to seek psychotherapy as well as routine care from primary care provider to address general medical needs including appropriate lab monitoring.