



Summary of Information for Patients

The clinicians and staff at GPS feel that we can better serve your needs if you are familiar with the following policies. By signing this Summary, you acknowledge that you have reviewed the information and agree with these policies:

Office Hours

Our offices are generally open Monday through Friday from 9 am to 5 pm, but hours vary from location to location. Dr. Forster is available to existing patients on an urgent basis at any time by calling the office or by cell phone.

Methods of Payment

We accept Visa, MasterCard, and American Express with automatic payment on the date of sessions. **We may accept personal checks by special arrangement only.** New patients are charged for the first session of a consultation when the appointment is initially made. All other visits are billed either on the day of the visit, or within a week of the visit.

Payment for Services

Please note:

- All charges are due at the time of service.
- You will receive a statement at the beginning of the month. The statement includes diagnostic codes and you can submit it to your insurance for reimbursement.
- We do not accept private insurance and do not collect from your insurance company nor do we negotiate settlements on disputed claims.
- If you have a balance due for more than 90 days, and no payment plan has been negotiated, your account will be referred to collections.
- It is important that you let us know of any changes of address promptly since undeliverable statements may be turned over to collection agencies.
- We charge interest of 10% on overdue balances to offset the cost of collecting on these balances. The interest is calculated on the first day of the month.

Third Party Payers

If a third party accepts financial responsibility for your treatment at GPS (a family member, for example), he or she must have a signed Third Party Payer form on file at GPS. Third party payers must pay by the automatic credit card method or pre-pay monthly. You are *also* responsible for the cost of treatment if the third party does not pay.

Cancellations

If you cancel with less than **seven days'** notice, you can expect to be charged. We will try to fill the canceled appointment, and if we fill an appointment you will not be charged, so give us as much notice as possible. Also, if you move an appointment **earlier** you will not be charged. A final decision about charging for a late canceled appointment is made by your clinician at your next in-person visit, but the charge is generally posted before that final decision.

Refills

Refills should be addressed during your session with a clinician. We will make every effort to write for enough medication to last until your next appointment. Patients can also call their pharmacy to ask for a refill request to be sent to our office. Routine refills are authorized within two working days for patients that have a future appointment.

Non Covered Services

We charge for work we do on your behalf. These charges are unlikely to be covered by your insurance company. Examples include e-mail responses from your clinician, telephone consultations, conferring with your other healthcare professionals, contacting an insurance company for a prior authorization for medication, writing reports, requesting extensive medical records, and urgent (less than 24 hours) refills.

Medicare

If you have Medicare, or get Medicare during the time you are receiving treatment, we need to discuss billing arrangements **before we see you**. By signing this form you certify that you are not currently covered under Medicare or that you have discussed the matter with us and come up with a payment plan.

Email

Email messages are a good way to convey non-urgent information. All urgent matters, most especially those involving potential risk to your health or to the health of others, should be handled by calling the office. For most types of non-urgent communication with us the fastest way of getting an answer is to go to the website at *GatewayPsychiatric.com* and choose "Online Office" on the top menu and then select "Current Patient" and choose the option that matches your question or concern.

Concerns

We know that psychiatric treatment is a very personal thing. If you have any concerns about your care, or about these policies, please call your clinician or Dr. Forster, the clinical director. We want to resolve your concerns.

I have read and understand Gateway Psychiatric Services policies summary. I agree to abide by them.

Signed by

X

Your Name

Date