

Office Policies

Welcome and thank you for choosing Snow Insight! I am committed to providing the highest quality psychiatry services in a supportive and welcoming environment whether it be online or in person. This patient agreement establishes guidelines for your participation in treatment with this practice. Please read the entire agreement and if you have any questions, please ask.

Office Hours

- Monday and Wednesday from 10 AM to 7 PM.
- Telehealth appointments are available outside of office hours with office approval

Patient Policies

Emergency Care:

- Snow Insight Mental Health **does not** provide services for an emergency or crisis. In the event of an emergency or crisis, please call **988** the Colorado suicide hotline, call 911 or go to the nearest hospital emergency room. Help is available!
- If it is determined an established patient needs a higher level of care, they will be referred to outpatient programs, inpatient programs, or other specialists.
- If I make a recommendation for you to be hospitalized, you may go to the hospital of your choosing. It cannot be guaranteed that a bed will be available at the hospital you choose or that we recommend. If you or your family member is at an inpatient hospital, we may not be notified about your care. If you have questions about patients or family members admitted to a hospital, please contact the hospital for updates.
- Please notify the office of urgent matters. Upon calling the office, if provider determines that you need to be seen urgently, you'll be offered an appointment. If there are no available appointments, you will be directed to the nearest hospital emergency room.

Payment Policies and Insurance Plans:

- HEADWAY IS THE BILLING AND PAYMENT PLATFORM UTILIZED BY THIS SNOW INSIGHT MENTAL HEALTH. THE HEADWAY PLATFORM HAS ITS OWN ONLINE PORTAL. PLEASE MAKE SURE THAT A VALID CREDIT CARD IS ON FILE AND THAT INSURANCE INFORMATION IS UP TO DATE ON THE PLATFORM BEING UTILIZED. PLEASE USE THE LINK ON WEBSITE THAT TAKES YOU TO HEADWAY FOR SCHEDULING, BILLING, AND INSURANCE VERIFICATION.
- PLEASE NOTE IF YOU FOUND THE PROVIDER TWANA SNOW THRU GROW THERAPY YOU NEED TO USE THEIR BILLING, INSURANCE, SCHEDULING PLATFORM AND BE AWARE OF THE INDIVIDUAL POLICIES OF GROW THERAPY AS WELL AS THE POLICIES OF SNOW INSIGHT MENTAL HEALTH PLLC

- You should verify that any referral made to other providers or for lab work or testing is covered by your insurance plan prior to seeking those services.
- Your insurance coverage is a contract between you and your insurance company. It is your responsibility to know your insurance benefits. Please contact your insurance company with any questions you may have regarding your coverage.
- **Non-Payment:** if your account is over 90 days past due, you will receive a letter stating that you have 20 days to pay your account in full. Partial payments will not be accepted unless otherwise negotiated. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency and you / your dependent may be discharged from this practice. If this occurs you will be notified by regular and certified mail that you have 30 days to find alternative medical care. If you are not able to pay your copay or deductible you may ask to be rescheduled, or we can refer you to a community mental health facility.
- This office files claims with insurers as a courtesy to our patients. As a courtesy, we will also verify insurance coverage before every visit. However, the information provided by your insurance is only an estimate of your benefits, you might have a credit or balance due to us from time to time as a result. The balance due for services is your responsibility without regard to whether your insurance company pays your claim. If you fail to provide us with correct and complete insurance information at a timely manner, you may be responsible for the full cost of your treatment.

Communication from Snow Insight Mental Health PLLC:

HEADWAY AND GROW THERAPY EACH HAVE THEIR OWN PORTAL THAT MESSAGES CAN BE SENT IN A SECURE HIPPA MANNER.

THIS OFFICE ALSO USES SPRUCE FOR TELEPHONE AND MESSAGING SERVICES IN SECURE HIPPA METHOD.

By providing this office with your phone number and/or email address (contact information). You consent to communication via those methods. You understand that e-mail or text may be an insecure form of communication, and you expressly consent and authorize us or any affiliates or contractors to contact you via phone call, text messages, and /or emails concerning your care, such as appointment reminders or payment related messages. Messages may contain office name or the name of your provider, location of the appointment, name of the patient, and date and time of the appointment.

New Patient Policies:

Identification, payment information, and proof of insurance are required at the time of scheduling. It is the patient's responsibility to ensure that we are in network with your insurance at the time of appointment and to update the office with new insurance information prior to the next appointment.

Following the initial evaluation, a discussion on assessment and recommendations regarding medication and/or psychotherapy, or referral to other providers will be completed to help in creating an individualized treatment plan. A request of information from other healthcare providers may be required to assist in this process. Labwork may also be required and at times necessary prior to starting any medication treatment. If it is determined medication is appropriate for your treatment, you will be scheduled follow-up sessions as indicated

during treatment. In these sessions, monitoring for response to the prescribed medication and any possible side effects will occur.

Adults over 18:

- If any family member or significant other is involved in your care and would like to be part of your treatment and you are agreeable, the individual must be with you during the visit.
- Often having input from others close to you can be helpful in treatment and is encouraged when appropriate. Outside of appointment times, provider is unable to interact with individual due to HIPPA laws unless specific consents are in place authorized by client.
- In the event there is legal guardianship of an adult, the court order must be provided prior to treatment.

Children or Dependents:

- A parent or guardian must be present at all appointments.
- The child must be present for all appointments whether virtual or in person.
- Depending on the age of the child, it is common to meet with the child alone for a period of time during the appointment.
- If the parents of the child are separated or divorced, it is required that a copy of court orders regarding consent for psychiatric treatment be provided to our office prior to evaluation or treatment. Both parents may attend and sign consent for treatment of the child.
- If the patient has a court ordered legal guardian, the court order must be provided prior to evaluation and treatment.
- Provider may need to request information from other health care providers or from child's school before making a working diagnoses or treatment plan.

Scheduling regular follow up visits:

- It is best to schedule a follow up appointment at the time you are seen.
- If on medication, you will be prescribed enough medication to last until your next recommended appointment. It is important you attend your next appointment, so you do not run out of medication.
- Depending on the course of treatment, follow up visits may be recommended in intervals of one week to three months but typically no less than three months for patients that are stable on maintenance medications.
- The relationship between you and your provider is a partnership and regular attendance to appointments is a critical part of your care. Although regularly scheduled visits with your provider may at times feel burdensome, this commitment helps assure that you receive high quality care.

Treatment Progress:

- It is important to monitor treatment progress using scoring tools and questionnaires. These forms can be completed in person or electronically through the patient portal.
- If being seen in person, please arrive 10 minutes prior to your appointment to complete forms.
- Labwork and other information from other providers and/or children's school may also be necessary.

Late arrivals, no show and late cancellation policy:

- Every possible attempt to keep to the appointed schedule and devote the time necessary for each patient is made. It is important you make every effort to arrive on time for your appointment and provider will strive to keep to scheduled times as well. If you arrive too far into scheduled time it may be necessary to reschedule. This will be handled on a case by case basis.
- A no-show fee of \$60.00 will be charged to card on file when you do not attend a scheduled appointment.
- If you must reschedule an appointment, it is necessary to provide greater than 24 hours' notice or the fee of \$60.00 will apply.
- Please be advised that after you no show or late cancel three (3) scheduled appointments, provider may consider terminating relationship with you.
- Reminder text and/or calls are done as a courtesy only. If you do not receive the reminder, you are still responsible for keeping your appointment.

Telehealth:

- Telehealth laws and requirements are continuously changing.
- Currently, this office continues to offer telehealth services, although it may be necessary to attend periodic in person appointment.
- Medical providers are not able to provide services across state lines. Due to this, I cannot conduct the appointment if you are not physically in the state of Colorado. If you are not in Colorado at the time of your appointment, please contact the office to reschedule.
- There are Drug Enforcement Agency (DEA) rules that apply to prescribing controlled substances via telehealth. Every effort will be made to keep you apprised of changing requirements and laws.

Speaking to Provider outside of appointment:

- Please ensure that you discuss all questions or concerns with your provider at your scheduled appointment. You may call to leave a message for your provider for concerns about medication side effects and someone will get back with you as soon as possible.
- Medication changes must be made within an appointment. You are encouraged to make appointments for new concerns or medication changes.
- If a patient or family needs to speak with a mental health professional due to a crisis or emergency, I urge you to call **988**, go to the nearest hospital emergency room or call 911.

Other mental health or hospitalizations the same day:

Many insurance companies do not pay for two mental health visits on the same day. If you have visits with your psychiatrist and therapist on the same day, you may have to pay out of pocket for one of the visits. If you are enrolled in an intensive outpatient program or partial hospitalization or admitted to a hospital, your insurance may not pay for two such visits and you will have to pay out of pocket for one of these visits. If you're hospitalized for medical or psychiatric purposes, please notify the office as soon as possible so we can reschedule your appointment.

Medications:

- Prescriptions can only be sent to pharmacies in Colorado
- Medication prescription and refills will be handled during business hours only. This office does not accept refill requests from pharmacies. You must contact the office directly for refills. Please allow 48 hour business hours for completion of all refill requests.
- **Controlled substance medications will NOT be filled early regardless of whether they are lost, stolen, or misused, etc.**
- If you decide to relocate to another state, please be aware you will need to find a new provider in that state. Please discuss with provider to ensure that you have reasonable amount of medication to last until you find a new provider.
- Certain medications may require monitoring of vital signs such as blood pressure, heart rate, weight, etc. and/or specific labwork.
- The Prescription Drug Monitoring Program (PDMP) is utilized to search patient history of all controlled substances prior to obtaining new prescription for controlled medicine.

To ensure the best response to any prescribed medication, please observe the following:

- Always notify provider of any side effects or problems with medications you are experiencing.
- Never stop or change the dose of medications without first discussing with provider.
- Suddenly stopping medications can cause medical problems. For this reason, do not allow yourself to run out of medication or stop medication without consulting us.
- Keep your scheduled appointments. Although your provider will prescribe adequate medication until your next visit, cancelled or missed visits can prevent you from having enough medication and make it difficult for your provider to monitor progress and any complications.
- If you cancel or miss a visit, be sure to reschedule your next visit before you run out of medication.
- If you are on controlled medication, your provider may request to see you once every month for an appointment.
- **If you are experiencing a side effect such as shortness of breath, difficulty breathing, chest pain, significant changes in pulse or blood pressure, severe dizziness, loss of consciousness, severe suicidal thoughts, or any other potentially life-threatening symptom, call 911 or go to the hospital.**

Off Label Use of Medication:

As a reminder, many of the medications we utilize for symptoms are considered off label but frequently used by psychiatric providers as standard of care. Please ask any questions you have about your medications.

Prior Authorization for Medications:

- Insurance providers may require this prior to medications being filled for certain individuals. This is a requirement of individual insurance plans which patients are encouraged to understand their policy regarding medication.

- This office is not responsible for obtaining prior authorizations for medications except as otherwise required by third party payer requirements. Outside of this, if a prior authorization is required for medication, you will incur a fee. This can be a timely process for your provider.

Request for Substance Use Disorder Treatment:

- Snow Insight Mental Health generally does not provide treatment for substance detoxification, acute withdrawal, or medication assisted treatment in an outpatient setting.
- Consequently, if necessary, you may be required to be admitted to inpatient treatment at a hospital or referred to an appropriate outpatient facility. If you require substance use disorder treatment, please reach out to your insurance plan for assistance in finding an appropriate treatment provider or facility.

Legal Proceedings:

In the event our providers are subpoenaed for deposition or trial testimony, there will be a retainer of \$5,000 and a fee of \$1,000 per hour with a minimum of four hours of time. We also require payment of any associated expenses payable within 72 hours of the notice of deposition or service of subpoena.

Confidentiality:

This practice adheres to a strict confidentiality policy, however there are some mandatory exceptions.

- If there is a threat to the safety of others, we will be required by law to take protective measures, including reporting the threat to the potential victim, notifying police, and seeking hospitalization.
- When there is a threat of harm to yourself, we may require you to seek immediate hospitalization and will likely seek the aid of your emergency contact to ensure your safety.
- If a mental illness prevents you from providing for your own basic needs such as food, water, or shelter, we will be required to disclose information to seek hospitalization.

Privacy Notice:

- Health Information Exchanges (HIE) allow health care providers to share and receive information about their patients, which assists in better coordination of patient care. We may participate in HIE that may make your health information available to other providers, health plans, and health care clearinghouses for treatment, payment or health care operation purposes. We may also receive your health information through an HIE from other providers who have provided you with medical care. Participation in HIE's are voluntary, and you have the right to opt out of these HIE's at anytime by completing and submitting an opt out form to us.
- Please note that although certain disclosures described above do not require your prior authorization under HIPAA, under Colorado law, we cannot make certain disclosures listed above unless you authorize the disclosure, or the requesting party submits to you and us a signed, written request. Moreover, additional limitations exist with respect to our ability to redisclose certain records that we receive from outside providers.

Social Media:

- Messaging on social networking sites such as Twitter, Facebook, or LinkedIn is not secure and could compromise your confidentiality. It may also create the possibility that this communication could become part of your legal medical record and will need to be documented and archived in your chart

Recording Sessions:

- You are not allowed to record sessions or providers/clinicians under any circumstances.

FMLA and Disability:

- This office does not complete paperwork for FMLA or disability
- This office does not accept patients seeking treatment for the sole purpose of obtaining disability.

Letters for other matters:

- Letters written by provider will carry a fee appropriate to the time and effort needed to write the letter. Same day letters are not available.
- Letters regarding gender affirming medical treatment will not be provided unless a client has been under provider care for a minimum of 6 months, is over the age of 18 years, and will be determined on a case-by-case basis.

Request for medical records:

- The cost of providing medical records is \$25
- You may review your medical records at any time, unless your provider determines if you and your records will jeopardize your mental, emotional, or physical well-being.
- If you transfer care or if your primary care provider would like to review records, please fill out a consent for release at their office and have their office submit the request. Records will be forwarded to the provider directly at no cost.
- your claim. If you fail to provide us with correct and complete insurance information at a timely manner, you may be responsible for the full cost of your treatment.

CASH RATES:

Type of Appointment or Service	Appointment Length	Fee
Diagnostic evaluation	1 hour	\$150.00
Medication Management	30 minutes	\$75.00
Therapy with Medication management	15-20 minutes	\$150.00
Telephone fees for issues other than medication side effects	Anything greater than 10 minutes will be considered a full appointment and the above fees will apply.	
Prior Authorization		\$25.00
Medical Records		\$25.00
No show appointment		\$60.00

Dismissal from the Practice:

A good relationship between myself and the patient /family is essential for quality care. There are times when this relationship is no longer effective, and I find it necessary to ask the client to select another provider.

If you are “dismissed” from the practice it means you can no longer schedule appointments, get medication refills, or consider us to be your provider. You will need to find a provider in another practice.

Common reasons for dismissal:

- Repeated missed appointments
- Not following treatment recommendations
- Abusive behavior toward office staff or provider
- Misuse/ abuse of prescribed medications
- Obtaining duplicate prescriptions from multiple prescribers
- This office cannot provide the level of care necessary to meet your needs
- Nonpayment of account

Dismissal Process:

Snow Insight will send a letter to your last known address, via certified mail, notifying you that you are being dismissed. If you have a medical emergency within 30 days of the date on this letter, provider will see you, subject to ability to schedule an appointment. After that you must find another provider. Snow Insight will forward a copy of your medical record to your new provider after you let us know who it is and sign a release form.

*** This is a tremendous amount of information however it is important that Snow Insight Mental Health PLLC is transparent with each client and all parties are informed prior to and during any treatment of office operating policies and guidelines. Please inquire with any questions you may have.