

CONSENTS, POLICIES, AND AGREEMENTS

WELCOME

The staff at Monarch Health and Wellness would like to take the opportunity to welcome you and to take this opportunity to acquaint you with information relevant for your treatment. Please read this document and talk with your clinician regarding any questions or concerns that you may have. By signing this document, it will represent an agreement between Monarch Health and Wellness and you. Should any changes be made to these policies in the future, they will be made available to you upon request.

Monarch Health and Wellness provides medication evaluation and management services to individuals who are age 18 or older. Brief therapy may also be provided during sessions. Our purpose is to help individuals thrive in their daily life and to treat the mental health symptoms which may be interfering with this goal. We are committed to providing you with treatment and care that is professional and individualized based on your needs. This may include referrals to individual therapists or other specialists as needed.

EXPECTATIONS

In order for clients to reach their treatment goals, it is essential they take medication as prescribed and complete tasks assigned between sessions. Mental health treatment is not a quick fix. It takes time and effort, and therefore, may move slower than your expectations. During the treatment process, we will identify goals, review progress, and modify the treatment plan as needed. Feedback from clients will be elicited to ensure the most effective therapeutic services are provided.

STRUCTURE OF TREATMENT SESSIONS

Initial Appointment

During the first appointment, your nurse practitioner will perform an initial psychiatric evaluation. These appointments are generally sixty to ninety minutes in length. The nurse practitioner will assess your mental health in order to diagnose and treat your current mental health concerns. This entails questions about subjects that involve your current mental health concerns, past mental health treatment, your current and previous medical health, as well as your social and family history. During this appointment further assessment may be needed including ordering of laboratory tests, coordination of care with your previous mental health provider or primary care provider or specialists, in order to determine the best possible course of treatment for you. If it is determined that the nurse practitioner is not the best fit for your therapeutic needs, referrals will be provided for more appropriate treatment.

- **Goal Development/Treatment Planning** – After gathering the necessary information, you and the nurse practitioner will collaboratively identify your therapeutic goals as well as a proper course of treatment. This may include medication management, psychiatric education, laboratory services, referrals, and prevention services the support your overall mental health.



Follow-up Appointments

Follow-up appointments are normally 20 to 30 minute sessions. Frequency of appointments will be based on your current need and your treatment plan. During these appointments, your mental health symptoms will be assessed, progress with your treatment plan will be reviewed, and goals and treatment will be adjusted as needed. Brief therapy may also be provided. As you progress and get closer to completing your goals, you and your nurse practitioner will collaboratively discuss a transition plan for care.

APPOINTMENTS, CANCELLATIONS & NO SHOW POLICY

You are responsible for attending each appointment and agree to adhere to the following policy: **If you cannot keep the scheduled appointment, you MUST notify our office to cancel or reschedule the appointment in advanced of 48 hours of the scheduled appointment time.**

- You can notify the office of cancellation via telephone, or by text reminders if you opt in for those services.
- All intake paperwork for an initial appointment must be completed 48 hours in advance of the appointment, or your appointment may be cancelled.
- Appointments that are not cancelled by you within 48 hours prior to your appointment or for which you do not show for will incur a \$75 no show fee for follow-up appointments and \$150 for initial psychiatric evaluations. A no show is considered 15 minutes after the scheduled appointment start time for an initial psychiatric evaluation or 10 minutes after the scheduled appointment start time of your follow-up appointment. This will automatically be billed to your credit card on file. Your appointment will not be rescheduled until the fee is paid. Thank you for your cooperation.
- If you cancel or reschedule more than twice, we may re-evaluate your needs, desires, and motivations for treatment at this time and you are subject to termination as a client, or you may be asked to pay in advance of appointments, with any missed appointments subject to fee retention by the practice pursuant to the no show policy set forth above.
- At times, an emergency may arise and your nurse practitioner may have to cancel your appointment. You will receive notification via telephone, text message, and/or patient portal depending on which services you opt in for. Every attempt will be made to reschedule you for the next available appointment.

PHONE CONTACTS AND EMERGENCIES

Office hours are from 9:00 AM to 5:00 PM MST Monday through Friday. If you need to contact the clinician for any reason please call 480-646-3221, leave a voicemail, and a return call will be made within 24 hours during the work week or on the next in office day if left on the weekend or holiday. If you have elected to use the HIPAA compliant patient portal, you can also contact the office via your patient portal for questions or concerns. It is impossible to protect the confidentiality of information transmitted via email, text messaging, or other electronic media. Therefore, please refrain from utilizing these modes of communication with any sensitive or confidential information. Telephone consultations are not covered by your health insurance. Therefore, it is recommended to schedule an appointment with your provider to discuss concerns in detail.

In case of an emergency, please utilize the 24-hour emergency phone number listed on the back of your insurance card, utilize your preferred hospital emergency room, or dial 911. You can access emergency assistance by calling the National Suicide Prevention Lifeline at 1-800-273-8255. If either you or someone else is in danger of being harmed, dial 911. You can also utilize Maricopa County Crisis hotline at 602-222-9444, toll free at 1-800-327-9524, or for hearing impaired at 1-800-327-9254 (TTY/TDD). You can find other resources on our website at <http://monarchhealthaz.com>.



FEES AND BILLING

- The cash rate for an initial psychiatric evaluation is \$300 and \$150 for follow-up appointments. If you are utilizing your insurance, please refer to your insurance provider for your current deductible or copay amount for your appointment.
- Payments will be collected with your credit card on file prior to your appointment. **You will be expected to pay for each session at the time it is held in order to conduct your appointment. In the event that you missed your appointment or did not cancel 48 hours prior to your appointment, please refer to “Appointments, Cancellations, & No Show Policy” above.**
- Fees for services such as writing a report or letter, telephone conversations longer than 10 minutes, court testimony, medical records copies are posted in the office and can be furnished upon request. The fees are in accord with standard community rates as well as with the insurance companies for whom we have contracts.
- Some insurance companies pay you, the consumer, directly. In that situation, you are responsible to pay at the time of service.
- It is important to understand that your insurance coverage is a contract between you and your insurance company and that you are ultimately responsible for the payment of your account.
- It is your responsibility to familiarize yourself with your health insurance benefits. We will bill your insurance company one time. However, you will be responsible financially for what is not covered by your health insurance company.
- Billed balances are due and payable within 30 days. If your account has not been paid, this may impact your ability to continue to receive services. Further appointments may not be scheduled if balance is not paid in full.
- If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, Monarch Health and Wellness LLC has the option of using legal means for securing payment. This may include utilizing a collections company. If legal costs are necessary, those costs will be included in the claim.

HEALTH INSURANCE

- **Your Insurance Company:** By using insurance, Monarch Health and Wellness is required to give a mental health disorder diagnosis that goes in your medical record. The clinical diagnosis is based on your current symptoms even though you may have been previously diagnosed with other diagnoses. We will discuss your diagnosis during session. Your insurance company will know the times and dates of services provided to you by Monarch Health and Wellness. They may request further information to authorize additional services regarding treatment. Some psychiatric diagnoses or billing codes are not eligible for reimbursement by some insurance companies. In the event of non-coverage or denial of payment, you will be responsible to pay for services provided. **Monarch Health and Wellness LLC** reserves the right to seek payment of unpaid balances by collection agency or legal recourse after reasonable notice to the client.
- **Pre-Authorization for services:** Your insurance company has the right to authorize a certain amount of appointments. When these sessions are complete, we may need to justify the need for continued service, potentially causing a delay in treatment. If insurance is requesting information for continued services, continued coverage from your insurance is not guaranteed. Please keep track of the number of sessions your insurance company has authorized, as this is your responsibility. If you are seen for an appointment without having proper authorization from your insurance, you will be responsible for payment of your appointment session.



TERMINATION OF TREATMENT SERVICES

- The client may terminate treatment at any time. Please feel free to discuss termination with your provider at any time during your treatment.
- Treatment will end once your treatment goals have been accomplished.
- Attending scheduled sessions is important to your success in treatment. Providers may terminate services if the lack of regular attendance hinders your progress or after two no showed appointments.
- Termination of treatment may be necessary if your provider determines that the clinical atmosphere is no longer conducive to successful outcomes or you may need a different or more intensive level of care.
- Termination of treatment may be necessary if your provider determines that your behavior is disruptive or harmful to clinic staff, providers or other patients.
- Termination of treatment may be necessary if you do not cooperate with the treatment plan or provide factual and correct information to your provider in order to assist your provider to support your treatment plan.
- Continued services are dependent on regular payments, copays, coinsurance, and deductibles, at the time of service.

Client/Legal Guardian Signature _____ Date _____

Printed Name _____

