



1105 Bryden Ave Lewiston, ID 83501 (208)816-8746

Policy & Procedures

Welcome to the Mountain View Health PLLC. Below you will find Mountain View Health's Policy and Procedures. Please read carefully and sign. If you have any questions, please ask your provider before signing the form. Policies are subjected to review. In addition, it is your responsibility to stay informed of our policies and any changes with our policies. Our updated policies can always be found on the practice website: www.mtviewhealth.com

Admission to Practice:

Please be advised that all forms must be completely filled out and submitted a minimum of 24-hours prior to your first appointment. If all forms are not complete and/or submitted within this time frame, appointment will be automatically cancelled and will need to be rescheduled. Please be advised that our wait times for new appointments can be up to 8-12 weeks.

Admission to Practice:

The intake is not admission to the practice. You and the provider will determine if it is a mutually good fit within the first 2-3 sessions. Patients who are not a good fit for the practice will be given a referral to another practice and terminated from Mountain View Health PLLC. To ensure this timely process, it is asked that you provide accurate health care information upon first meeting with the provider.

Psychiatric Services

Psychotherapy and medication management are offered at Mountain View Health PLLC. Sometimes psychotherapy alone allows the patient to experience therapeutic relief of symptoms, however, for some individuals, therapy alone may not be sufficient and adding a medication may be appropriate for you and your symptoms to enhance the benefits of therapy and your overall well-being. Mountain View Health does encourage all patients receiving medication management to actively participate in therapy, though this is not a requirement for treatment.

Once medications are initiated, all changes to your health need to be addressed with the provider including pregnancy and any new medications prescribed by other providers. If you become pregnant, you will need to sign a release of information with your OBGYN in addition to your PCP for your provider to communicate. If you do become pregnant while on medications, you need to notify your provider right away so your provider can discuss the risks and benefits. If you decide to continue with medications during pregnancy, you will also be asked to sign an informed consent regarding medication and pregnancy. Educational materials will be given to you and discussed with you during your session.

Frequency of Sessions:

Mountain View Health PLLC requires patient to be seen regularly per your treatment plan. When engaged in treatment with Mountain View Health, visits may vary from once weekly, to every two

weeks, to monthly as appropriate to your needs. Sessions with your provider cannot exceed two months. Medications will not be refilled unless you see your provider at the minimum of once every two months. If you have a lapse in insurance, you are still required to see your provider once every two months and you will be required to pay private pay rates. If you do not see your provider within two months, you may be terminated from the center and referred to another practice or agency. Please be aware that frequency of visits may be mandated by your insurance. Also, any additional visits may require you to pay out of pocket if they are not covered by your insurance. When therapy is administered by another therapist, we will require communication with your therapist to coordinate care between your medication therapy visits.

Payment

At this time, Mountain View Health PLLC accepts the following health insurance Regence Blue Shield of Idaho, Blue Cross of Idaho, Premera Blue Cross, and Aetna

It is the patient's responsibility to understand your insurance benefits, copay amount and whether or not you have a deductible to meet, etc. If your insurance coverage ends for any reason, and you choose to continue services, you will be expected to pay the out of pocket fee. If your insurance is not able to be billed for any reason, you will be expected to pay the out of pocket fee. Your copayment, co-insurance and deductible payment is expected at the time of service. You will also be responsible to bring a copy of your health insurance card and a photo id with you on your first session. You will receive a bill for any no shows or late cancellations. The fee for a no show or late cancellation is \$100.00. Returned checks will be billed a \$25 service fee. I hereby authorize Mountain View Health PLLC to process my credit card on file via the Electronic Health Record. I understand that the Mountain View Health PLLC is not responsible for any security or liability issues involving payment processing via the Electronic Health Record.

**All rates are subject to review

*Mountain View Health PLLC does offer cash pay/private pay.

*Mountain View Health PLLC does accept patients out of network. The patient is required to pay for services at the time of the appointment and then Mountain View Health will submit a superbill to your insurance for reimbursement from your insurance company.

*Mountain View Health PLLC does offer a sliding scale with proof of income for qualified patients.

Cancellation/No Show:

We require 2 business day notice for all appointment cancellations. If you miss your appointment or cancel later than 2 business days, **you will be billed \$100.00**. Please be aware that insurance companies will not reimburse for missed sessions or late cancel and you will be responsible for this fee. If you no show or late cancel two or more times, you may be discharged from the clinic and be referred to another provider for services which may include referral to a community health center. Patients can reschedule one time per each appointment. Multiple reschedules may be addressed with a \$100.00 fee out of courtesy to the providers and other patients.

Late Cancel:

Late cancel consists of cancelling your appointment less than 2 business days of your appointment time and **you will be billed \$100.00**. Remember that insurance does not cover this cost and you are responsible for this charge.

Multiple Absences:

Multiple absences consist of no shows, late cancels or cancellations. These are reasons that you may be discharged from Mountain View Health PLLC. You will be held responsible for all fees and financial obligations for no shows and late cancels. Upon termination, your medication refills will no longer be provided. It is your responsibility to inform the practice of your updated mailing address so that we can correspond with you upon termination.

Tardiness:

If you are late for your scheduled session, pending the provider's discretion, you may still be seen during the original scheduled time. Keep in mind you will only have the allotted time left of your appointment as your appointment will not go over into the next appointment time slot. If you did not cancel within 2 business days prior to your appointment time, you will be billed \$100.00. It is up to the provider's discretion if any medication changes will be made during a late session as more time may be needed and medically appropriate. You may be asked to schedule a second appointment.

Requesting Medical Records

To request records from Mountain View Health PLLC for yourself or another provider, we require that you complete the Medical Records Release from Mountain View Health PLLC form completely. Incomplete forms will not be processed and will delay your request. You will need to provide all the necessary information which consist of the correct phone number, address and fax numbers. Upon receipt of your form, we will send you an invoice for processing your records. Mountain View Health PLLC charges 15 cents per page to fax or copy your record and additional cost for required certified mail (postage and handling included on invoice). Keep in mind Mountain View Health PLLC will not process your request until you have paid your invoice and then your request will be processed within 8-10 business days from the date your invoice was paid. Please note that although you may have signed a release for communication, if you are requesting that we send records via fax or mail, you will need to complete the above process each time you request new information to be sent on your behalf.

Refills:

Refill requests are addressed in session only. When you require a refill, you must request an appointment. If you are unable to be seen before you will run out of medications you may be supplied a refill to get you to your appointment date. Patients are responsible for informing their provider when their refills are due.

Prior Authorizations:

Mountain View Health PLLC will process any prescription prior authorizations that are required by the patient's insurance plans. Keep in mind, it is the patient's responsibility to call their insurance and ensure medications are covered by insurance. Mountain View Health PLLC is not able to expedite the insurance prior authorization process. Sometimes, the prior authorization process takes too long and your provider may choose an alternative medication if your symptoms worsen during this time.

Controlled Substances:

Mountain View Health does not prescribe any controlled substances to include, stimulants (to include but not limited to Adderall, Concerta, Ritalin, Focalin, or Vyvance), benzodiazepines (to include but not limited to Ativan, Klonopin, Xanax or Valium), chemical dependency treatment (to include but not

limited to Subxone, Methadone or Vivitrol) and sedative hypnotics (to include but not limited to Ambien, Lunesta, Temazepam, Intermezzo or Rozerem). We do not prescribe medical marijuana.

On-Call Services/Safety:

Mountain View Health PLLC does not provide emergency or crisis services and we make every effort to be available to established patients, however, if a crisis occurs, patients are instructed to present to the nearest emergency room immediately or call 911. Crisis situations include but are not limited to: suicidal thoughts, homicidal thoughts, self-harm (cutting, burning, and other self-harm behaviors), any new auditory or visual hallucinations or any life-threatening side effects from medications.

Workman's Compensation:

Mountain View Health does not do Workman's Compensation claims.

Consent to Treatment

Your signature below indicates that you have received, read and understand the policies and procedures described in this Policies and Procedures document and that you agree to the terms and conditions therein.

Your signature below also indicates that you understand that our policies and procedures are subject to change and it is your responsibility to regularly review our policies and procedures which are available on our website www.mtviewhealth.com

Important information to Patients

Please be advised that we **DO NOT** provide evaluations (diagnoses) or treatments for litigation purposes. Litigation purposes would include, but not limited to: criminal cases, divorce, personal injury and emotional distress types of cases, among others. If you are seeking evaluation and treatment for litigation purpose, we recommend that you retain a physician and/or psychologist who perform such legal evaluations and treatment.

Important information to Parents of Children UNDER the age of 18.

I understand that if the patient is a minor (under 18 years of age), a parent, guardian, or authorized individual must accompany the minor to the appointment.

By signing this form, I admit that I have read and fully understand the Policies and Procedures that are noted in this entire document.

Signature: _____ Date: ____/____/____