

Washington Behavioral Medicine Associates, LLC

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Patient Information Pamphlet

This Patient Information Pamphlet provides information about the professional relationship between Washington Behavioral Medicine Associates, LLC (hereinafter WBMA, LLC) and the patient and sets forth the terms and conditions under which mental health services are provided for the patient.

The Relationship Between WBMA, LLC and the patient

Please review this Patient Information Pamphlet carefully. After reading and understanding it, the patient (or the patient's authorized Personal Representative), will be asked to sign a form entitled "Office policies," to acknowledge that the terms and conditions are acceptable to the patient.

Confidentiality and Its Limits - Consent Agreement

WBMA, LLC describes how medical information about the patient may be used and disclosed in his "Notice of Privacy Practices." Please review it carefully. After reading and understanding the Notice of Privacy Practices, the patient or their Personal Representative will be asked to sign a form entitled "Consent for Purposes of Treatment, Payment, and Healthcare Operations."

The confidentiality, of a patient's protected health information that is transmitted by electronic and/or digital technologies, such as by email or cellular telephone, cannot be guaranteed.

How to Reach WBMA, LLC

Scheduling & Appointments

For scheduling appointments please call the office number (301) 576-6044, leaving your full name and phone number. You may also fax the scheduling information to the facsimile number indicated in WBMA, LLC's letterhead or go online at <http://www.wbma.cc>, and/or send email to these effects. WBMA, LLC will get back to you normally within 24-48 business hours.

Emergency

In the event of a medical or psychiatric emergency, please call your family physician or

go to the nearest emergency room. If an urgent matter requires WBMA, LLC's consultation~ please contact your clinician's cell phone (Dr Laje - 301-442-3638 // Dr Lohoff - 301-648-8600 // Dr. Diazgranados XXX-XXX-XXXX // Dr. Zhang XXX-XXX-XXXX). Please leave a brief message, indicating the nature of your call, and the return phone number where the clinician can reach you. Your call will be returned as soon as possible. If you cannot reach the clinician at the time of the emergency call 911 or go to your nearest emergency room.

In the event that your clinician is out of town, or otherwise unavailable, he/she will have another clinician covering their practice. The covering clinician's contact number will be available through clinician's office voice mail or answering service during their absence.

Evaluation and Therapy Sessions

The ideal setting for treating, evaluating, and consulting on clinical matters is the traditional one-on-one setting. For this reason, WBMA, LLC provides face-to-face treatment and consultation interventions at regularly scheduled appointments.

Each session has designated time limits, as indicated in the current "Fee Schedule" for each individual clinician. For example, a one-hour Psychotherapy appointment includes a 50-minute meeting. A Medication Management appointment includes a 25 minute meeting. An Environmental Intervention appointment includes a school or home consultation and door-to-door travel time.

A Psychiatric Intake and Evaluation includes meeting time and development of treatment plan. Adult patients are seen, typically, for one to two 50-minute evaluation sessions before diagnosis and treatment are discussed.

A Child and Adolescent Intake and Evaluation typically require two to three 50-minute sessions to complete an evaluation. This includes: 1) an initial 50-minute session appointment with the parents only; 2) a second 50-minute session with the patient (including some time with one or both parents); and 3) a third 50-minute session interviewing the patient and, at the end, discussing diagnosis and a course of treatment. For the initial consultation, please bring the most current copies of any of the following documents you have obtained for your child: Individual Educational Plan (IEP) or Individual Family Service Plan., previous psychological and educational testing, Occupational Therapy evaluation., Speech-Language Therapy evaluation, results of neurological evaluations (including EEG, MRI, and metabolic/genetic testing results), pertinent medical records., a baby book/photo album if available, and custody documents (when applicable). As part of a Child and Adolescent evaluation, additional time may be spent consulting with the patient's teacher(s) and/or other therapists and reviewing documents. Additional time may be billed at a prorated rate.

If the child or adolescent was referred to WBMA, LLC for a second opinion, or if there are prior extensive clinical evaluations completed, WBMA, LLC may schedule a single 2-hour block of time for interviewing the patient and parents. A third 50-minute session may be needed to cover all of the available data. Additional time may be spent consulting with the patient's teacher(s) and/or other therapists and reviewing documents. Additional time

may be billed at a prorated rate.

Treatment options and their relative risks and benefits

Clinicians will discuss the patient's condition, the recommended therapy, and the benefits and risks of the recommended therapy. The WBMA, LLC clinician may prepare a written confirmation of the risk and benefit discussions and ask the patient / patient's representative to acknowledge their consent to the therapy he proposes by voluntarily signing a consent form entitled "General Consent Form for Treatment."

Availability of evening and afternoon appointments

Afternoon and evening appointments are reserved for patients that are seen at least twice monthly.

The right to withdraw

You have the right to discharge WBMA, LLC at any time and for any reason. WBMA, LLC has the right to withdraw from treating the patient when and as permitted or required by medical ethics and state law.

Cancellation and Late Arrival Policy

If for any reason you are unable to meet for your appointment, you are responsible for calling to cancel at least **48 business hours prior to your scheduled time** (e.g. you must cancel a Monday appointment by 6:00 PM on the prior Thursday). Failure to cancel within 48 hours will result in the patient being charged for the appointment.

When an appointment date and time is offered to you well in advance of the actual date, please try to call within 24 hours to accept or reject the appointment time. It is up to you to reject the appointment offered within 3 days. In the event that his office does not hear from you within 3 days from offering the appointment time, WBMA, LLC will assume that you have accepted the offer and will be meeting him for the scheduled appointment. If you are late for a scheduled appointment, that time is lost from your session.

THE CANCELLATION OR RESCHEDULING REQUEST WILL BE CONSIDERED TIMELY (AND INCUR NO LATE FEE) IF DONE ACCORDING TO THE FOLLOWING SCHEDULE:

If your appointment is scheduled for a:	To avoid being charged for a Late Cancellation Fee, your appointment must be cancelled or rescheduled no later than 4:00PM Eastern Time (ET) on the:
Monday (or any Tuesday that follows a Monday office holiday)	Thursday of the preceding week
Tuesday (if Monday is a business day)	Friday of the preceding week
Wednesday	Monday of the same week
Thursday	Tuesday of the same week

Friday	Wednesday of the same week
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A Late Cancellation Fee or forfeiture of a prepaid session will be applied if the patient (or patient's representative):

- a) Cancels the appointment after 4:00 PM Eastern Time, two (2) business days preceding the scheduled appointment; or
- b) Fails to show up for a scheduled appointment; or
- c) Arrives for their scheduled appointment with 20 minutes or less remaining in their scheduled timeslot. An EXCESSIVELY LATE ARRIVAL is treated the same as a No Show or Late Cancellation.

IF the scheduled patient and/or family member arrives with 20 minutes or less remaining in their scheduled timeslot, then the patient will be charged the Late Cancellation Fee, and will not be seen. Arriving with less than 20 minutes does not allow the clinician adequate time to assess any of your needs without affecting appointments that follow your scheduled time slot.

In the case of a brain stimulation session, arrival with 20 minutes or less remaining in their scheduled timeslot may not allow enough time for treatment delivery.

A new evaluation or Second Opinion appointment must be cancelled or rescheduled in accordance with the requirements stated in the contract.

Telephone and website refill policy

Medication refills should be initially sent to your pharmacy. If your pharmacy cannot fulfill this request please call the office between 8:30 a.m. and 4:00 p.m. weekdays and these requests will be processed within 48 business hours of the business day the request is made. Requests after 4:00 p.m. will be recorded on the following business day.

When requesting a refill, please provide:

- Your name
- Name of medication
- Dosage
- Pharmacy name and number
- Date of your next appointment

Prescriptions may only be called in for patients who are current patients and who maintain their regularly scheduled appointments. For your safety, medication refills will not be called in over the weekend except in emergencies. There may be a charge of \$30.00 for telephone refills requested after business hours unless prior arrangements have been made in advance with your clinician.

Billing and Payment Expectations

Payment is due at the time of service

Payment is due at the time services are rendered. WBMA, LLC accepts cash, personal check or major credit cards (American Express, Visa, Master Card). WBMA, LLC will provide a receipt with the codes necessary for the insurance company to evaluate all

claims.

WBMA, LLC's fees are based on the amount of time spent in an effort to treat the patient. Each session has designated time limits, as indicated in the current Clinician's Fee Schedule. WBMA, LLC's rates are adjusted approximately annually, so they may increase during the course of the engagement. In addition to fees for medical services, clinicians also may charge for various costs, such as travel time as well as the following types of services: long distance and overseas telephone calls (when appropriate), messenger services., express postage, time spent reviewing documents, communicating to other clinicians, preparing treatment plans/letters/reports on your behalf, and other costs incurred on behalf of the patient.

WBMA, LLC does not participate in Insurance Programs

To make it possible for WBMA, LLC to spend more time on matters directly related to patient care, WBMA, LLC does not participate in any healthcare, managed care, or HMO insurance programs. WBMA, LLC does not complete or submit claims to your insurance company. You are responsible for obtaining your own reimbursement from your insurance company. If your insurance company covers and authorizes reimbursement, they will pay you directly. To obtain any reimbursement that you may be eligible to receive, you will need to fill out the forms that your insurance carrier requires, and submit such forms to your insurance company along with WBMA, LLC's bill. If your insurance company requires that WBMA, LLC complete treatment planning forms to authorize your treatment, an administrative fee may be charged for the time spent completing the forms.

Prior Authorization From Your Insurance Carrier

If your insurance plan requires prior approval or authorization before a psychiatric evaluation, please contact your plan directly to obtain authorization before any meetings. Please note that most insurance plans base approval on the model used for adults~ typically covering just one initial evaluation session. WBMA, LLC's evaluation of a child or adolescent patient typically requires three 50-minute sessions. Inform your plan that WBMA, LLC's evaluations typically will have the following procedure codes: the first 50-minute session will have a "90792" code: the second 50-minute session will have a "99213/90836" code: and the third session will have a "90847" code. The insurance company will understand the meaning of these procedure codes.

Limitations on the professional relationship

WBMA, LLC will be treating only the patients that have been evaluated.

Effective January 2019