



BALANCED INNOVATIVE CARE, LLC

PRACTICE POLICIES

Welcome to Balanced Innovative Care. We strive to provide evidence based, patient-centered mental health care supported by secure, HIPAA compliant technology. The purpose of this document is to outline our practice policies. If you have any questions or concerns regarding any of our policies, please see the section below about “Contacting Us.”

CLINICAL SERVICES

After the initial evaluation, if it is determined that Balanced Innovative Care, LLC can provide the services the patient needs, the treatment plan and appointment frequency will be established. Patients will need to be seen at least every 6 months in order for them to remain active in this practice. For ongoing care, patients would be seen for initial evaluation followed by follow-up visits that are at least one month apart. At maximum, the patient will have 12 appointments in one year.

If there is a potential of any physical danger to the patient or others, please call 911 immediately or go to the closest emergency room. Please note, we do not have admitting privileges, nor are we affiliated with or on staff at any hospital. If a patient needs more intensive services than we can provide, we will do our best to refer the patient to the appropriate level of care, but we cannot guarantee the receipt or quality of care that others provide.

This practice is not set up for:

- forensic evaluations,
- child custody evaluations,
- evaluations for medical marijuana card, and
- providing care for patients outside of the state of Ohio or Wisconsin

CONTACTING US

If there is any current concern that the patient will harm self or others, please call 911 or go to the nearest emergency room. You may also call the Suicide and Crisis Lifeline by dialing 988 or 1-800-273-TALK which is a confidential hotline staffed by trained mental health counselors, 24 hours a day, 7 days a week.

New patients can schedule an appointment directly from our [website](#) by using our online booking widget to provide us with their contact information and to consent to our policies. They will also provide their credit or debit card information at this time. Card will be saved on file but not charged until the time of the appointment. Requesting an appointment from the online booking widget does not establish a provider patient relationship. If it is determined that Balanced Innovative Care, LLC is a good fit for the patient, we will confirm the appointment and send an email with a link to register an account on our patient portal.

All communications are conducted through HIPAA compliant services. Providers will respond to patient messages within 2 business days via the HIPAA compliant patient portal.

Patients will use our patient portal to:

- communicate directly with their provider.
- request medication refills.
- send and receive forms to be filled and signed.
- share relevant documents with the provider.
- schedule appointments online.
- request itemized superbills for reimbursement from the insurance company.

Other providers can contact us using the HIPAA compliant [Provider Contact Form](#) or they can fax information to 614-705-0025.

For general questions regarding our practice and our policies, you can email us at contact@BalancedInnovativeCare.com. Also, for frequently asked questions, you can visit the [FAQ page on our website](#).

APPOINTMENTS

Patients can be seen on all days of the week from 8:00 a.m. to 6:00 p.m. Appointments can be scheduled online through our online booking widget or the secure patient portal. Patients are seen by appointment only. All questionnaires sent to the patient via the patient portal must be completed at least 24 hours before the appointment. If there are any forms that need to be completed by the provider, please upload the form via the patient portal before the appointment so that the provider can ask any necessary questions during the appointment.

Every effort is made to keep appointments running on schedule. Please be aware that emergencies occasionally arise which may cause unexpected delays. If this occurs, we will make an effort to notify the patient prior to the appointment. We ask that patients help us by being on time for their appointment and by contacting us if they will be late or unable to keep the appointment. Patients must notify us via email or a patient portal message at least 24 hours before the appointment if they wish to cancel or reschedule the appointment. Otherwise, it will be considered a late cancellation and a late cancellation fee will be charged.

FEE SCHEDULE AND PAYMENT

Balanced Innovative Care, LLC is a direct pay (self pay) practice. We do not accept any insurance and are considered to be out-of-network for all insurance companies. We do not accept Medicaid, Medicare, or Tricare. Patients pay out-of-pocket for all appointments. Most private insurance companies reimburse 50-80% of the out-of-network cost to the patient. However, as each insurance plan is different, it is not guaranteed that an insurance company will reimburse the patient for the mental health services they received. Please contact your insurance company to find out exactly what will be covered. Please note, patients cannot request reimbursement from Medicaid, Medicare, or Tricare for our services. Medicaid, Medicare, or Tricare do not reimburse patients for out-of-network mental health services.

We will provide a superbill to our patients after each appointment. A "Superbill" is a medical billing receipt for an appointment with an out-of-network provider. It includes diagnoses, CPT billing codes, fees, and date of service. Patients can choose to submit the superbill to their insurance company directly to request reimbursement. As each insurance plan is different, submitting a superbill does not guarantee that an insurance company will reimburse the patient for the mental health services they received.

Patients are required to save a credit or debit card on file when scheduling their first appointment. Full payment will be charged to the card on file at the time of appointment even if you plan to request reimbursement from your insurance, FSA, or HSA. Payment is charged at the time of the appointment through our secure payment gateway. New appointments cannot be

scheduled and ongoing medication scripts cannot be provided if there is an outstanding balance on the account.

By scheduling an appointment with Balanced Innovative Care LLC, patient or responsible party agrees to pay professional fees as follows:

Ongoing Care First Appointment:	\$375
Ongoing Care Follow-up Appointment:	\$225
One-Time Consultation:	\$575
ADHD Evaluation:	\$800
Autism Evaluation:	\$975
Autism & ADHD Evaluation:	\$975
No Show / Late Cancellation Fee:	50% of the cost of the appointment

For Autism evaluations, ADHD evaluations, and one-time consultations, the cost listed above includes:

- the initial appointment for clinical interview and testing,
- multiple diagnostic scales and tests,
- a written diagnostic evaluation report, and
- the follow-up appointment to review the report and discuss recommendations.

NO SHOWS AND LATE CANCELLATIONS

Please note, a no show charge (50% of the cost of the appointment) will be charged to the card on file if appointments are canceled within 24 hours of the scheduled time or if the patient does not show for the appointment. If a patient does not join the appointment within 15 minutes of the scheduled appointment start time, the appointment will be considered a no show. Also, patients are required to complete the pre-appointment questionnaires at least 24 hours before the appointment. If the required pre-appointment questionnaires are not completed by the scheduled appointment start time, the appointment will be considered a no show. It is recommended that patients save a regular credit or debit card on file (not HSA or FSA card) as no shows and late cancellation fees are not covered by most HSAs and FSAs. If the patient has 2 consecutive no shows/ late cancellations, the patient will no longer be considered active with the practice.

PRESSCRIPTIONS

All medications will be e-prescribed to the pharmacy on file. Medication refill requests must be sent 2 business days in advance. Please note, filling of medications may be delayed by other paperwork, such as prior authorizations. Patients will need to be seen at least every 6 months in order for them to remain active in this practice and receive further medication refills.

Scripts for Suboxone and medical marijuana will not be provided.

If a primary care physician would like a dose recommendation, we are happy to provide a virtual one-time consultation. Recommendations will be provided in a written evaluation report and can be shared with the referring providers if requested by the patient.

TERMINATION OF THE PROVIDER/PATIENT RELATIONSHIP

If you are considering no longer being an active patient in this practice, please inform us so that we can discuss the transition plan. If you have concerns, please feel free to bring them to our attention so that we can address them together.

Under the following rare circumstances, Balanced Innovative Care, LLC may decide to terminate the provider-patient relationship:

- When it is believed the patient would be better served by a different provider.
- If a patient or family member is violent, threatening, or disrespectful towards a member of this practice.

The decision to terminate the provider-patient relationship will only be reached after careful consideration and discussion with the patient. Patients will be provided with written notification, appropriate referrals, and a 30 day supply of medications (without further refills).