



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

Policy & Procedures

Welcome to Mountain View Health PLLC. Below you will find Mountain View Health Policy & 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.mtviewhealthpllc.com

Form Submission: Please be advised that all forms must be completely filled out and submitted a minimum of 24-hours prior to your first appointment. For existing clients, these forms must be filled out annually. If all forms are not complete and/or submitted within the 24-hour time frame, appointment may be automatically cancelled and will need to be rescheduled. Please be advised that our wait times for new appointments can be up to 12 weeks.

Admission To Practice: An intake with any given provider is not admission to the practice. You and the provider will determine if it is mutually a 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.

Sessions/Appointments: Recording of any type (to be included but not limited to audio and video sessions) of any kind whether in person or telehealth is strictly prohibited and can result in immediate dismissal from practice

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 let me not be sufficient in adding a medication may be appropriate to for you and your symptoms to answer benefit of therapy in your overall well-being. Mountain View Health does encourage all patients with giving medication management to actively participate in therapy, though this is not a requirement for treatment. Once medications are initiated, or changes to your help means to be adjust with your provider including pregnancy and any new medications provided by other providers. If you become pregnant, you will need to sign a release of information for OB/GYN in addition to your PCP for your provider to communicate. If you become pregnant well and medication's, you need to notify your provider right away so your provider can discuss resources benefits. If you decide to continue with medication during pregnancy, you'll may be asked to sign and informed consent regarding medication and pregnancy. Educational materials may be provided and they will be discussed with you during your session.

Frequency of Sessions: do you have PLLC requires patients to be seen regularly per your treatment plan that will be discussed with your provider. When engaged in treatment with Mountain View Health PLLC, but it's me Berry from once weekly, to every two weeks, to monthly appropriate to your needs. Sessions with your provider cannot exceed two months.

Medication's will not be refilled unless you see a 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 you'll be required to pay private pay rates. If you do not see a provider within two months, you may be terminated from the practice and referred to another practice or agency. Please be aware that the frequency of visits may be mandated by your insurance. Also, any additional visits required that are not covered by your insurance, you must pay out-of-pocket for it they're not covered by your insurance. When the therapist administered by another therapist come out to require communication with that therapist to coordinate care between your medication management writer and your therapist.

REFILLS: Refills are ONLY granted during time of appointment. DO NOT contact the clinic for refills. You may contact your pharmacy for refills and they can submit a request to the clinic. It is up to the provider's discretion to determine if a refill is appropriate without an appointment.

Payment: payment is due at time of service. Patients are not allowed to carry a balance. If patients have a balance a payment plan must be established with practice otherwise appointments moving forward will be canceled until balance is at zero. At this time Mountain View Health PLLC except the following insurance: regions, Blue Shield of Idaho, Blue Cross of Idaho, Premier Blue Cross, and Aetna. We also do except cash pay. It is the patient's responsibility to understand your insurance benefits, co-pay amount whether or not you have a deductible to meet, etc. Co-pays, deductibles and any remaining balance on bill is again required to be paid at time of service. If your coverage on your insurance and for any reason and you choose to continue services, you'll 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 co-pay, coinsurance in the Depo payment as expected at the time of service. Do I ask you responsible to bring a copy of your health insurance card and photo ID with you on your first visit. It is your responsibility to let Mountain View Health PLLC be aware of any changes to your insurance. Tell your to do so Mary resort and increased fees it's the client is still responsible for. You will be billed for any no-show or late cancellations for any reason. The no-show fee is \$100. We do require 24 business hours for cancellation of appointments. You are not allowed to cancel on weekends or after hours as we do require this to be performed during business hours in order to fill your spot. Return checks will be billed at a \$25 service fee. I hear by authorize Mountain View Health PLLC to process my card on file failed electronic health record. I understand the Mountain View Health PLLC is not responsible for any security or liability issues involving payment processing via electronic health processing record. I understand that I must keep a card on file at all times or for their appointments may be canceled. If you were unable to pay your bill at time of service, we do offer payment plans but this may be established at the clinic immediately. If you are unable to arrange a payment plan coming may be discharged from Mountain View Health PLLC and referred to a community health center. **Individuals are NOT able to carry a balance on their account unless a payment plan is in place.**

****All rates are subject to review.**

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

**** Mountain View Health PLLC does except patients out of network. The patient is required to pay for the service at the time of the appointment in Mountain View health PLLC will provide the client a superbill and it is the client's responsibility to submit this to their insurance for reimbursement if they wish.**

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

Cancellation/NO Shows: we require at least 24 business hour's notice to cancel all appointments regardless of reasoning. If you miss your appointment or cancel within 24 business hours for any reason you will be billed a **nonrefundable \$100 dollar fee**. Due to the high demand of appointments as we are unable to fill the spot if you do not show to your scheduled appointment. Please be aware of the insurance companies will not reimburse for my sessions are late cancels or no-shows and you will be responsible for this fee. This we must be paid in full before your next appointment. If you're not sure they canceled two or more times, he may be discharged neck or placed on a cancellation list or you may even be referred out to another facility. It is up to the practices discussion to allow individuals to be placed on Sandy status regardless of reason he really cares I know she was after two appointments. Please be advised, but the no-show we will still be in effect must be paid before next night regardless of seeing the status.

Late Cancellation: late cancellations consist of canceling your appointment for any reason less than 24 business hours before your appointment and you will be billed **\$100**.

Clinic Hours: Monday through Thursday 09:00AM to 4:00PM. To be compliant with the 24-hour cancellation, you **MUST** call during our open business hours.

Multiple Absences: multiple absences consist of no-show, late cancellations or cancellations even with proper notice. These are the reasons they may be discharged from Mountain View Health PLLC. You will be held responsible for all fees and financial obligations for nationals in late cancellations. Upon termination. Your medication refills will no longer be provided. It is your responsibility to and from 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 provider's discretion, you may still be seen during the original scheduled time, or you may be asked to reschedule. Keep in mind you will only have the allotted time left for your appointment as your appointment will not go over into the next appointment time slot. If you did not cancel within 24 business hours prior to your appointment time, you will be billed \$100. It is up to the provider's discretion if any medication changes and/or refills 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.

Frequency of Care for Therapy Services: To be respectful to the community and the limited number of resources for therapy in our area, if you are not seen for more than one month, you may not be guaranteed a consistent time moving forward and may be placed on a cancellation list or be referred out.

Requesting Medical Records: To request records from Mountain View Health PLLC for yourself or another provider, we will require that you complete a Medical Release Form from Mountain View Health PLLC. This form must be completed in order to obtain or release records. 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 number. Upon receipt of your form, we will send you an invoice for processing your records. Mountain View Health PLLC charges \$30 for all printed records. Keep in mind that Mountain View Health PLLC will not process your request until you have paid your invoice in full and then your request will be processed within 8-10 business days from the date you 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 each time you request new information to be sent on your behalf. If you are requesting records to be mailed, you will be billed the \$30 for printing of records as well as a mailing fee.

Prior Authorizations: Mountain View Health PLLC will process any prescription prior authorizations that are required by the patient's insurance plan. Please keep in mind that 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 alternate form of medication if your symptoms worsen during this time.

Controlled Substances: Mountain View Health PLLC does NOT prescribe ANY controlled substances to include, stimulants (but not limited to Adderall, Concerta, Ritalin, Focalin or Vyvanse) benzodiazepines (to include but not limited to Ativan, Klonopin, Xanax or Valium), chemical dependency treatment (to include but not limited to Suboxone, Methadone or Vivitrol) and/or 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 other life-threatening side effect from the medication. Mountain View Health PLLC is not available after hours. Our regular business operating hours are Monday-Thursday 9:00 AM to 4:00 PM. Outside of business hours, please call 911 or go to the Emergency Room for emergent care.

Workman's Compensation: Mountain View Health PLLC does not do Workman's Compensation Claims.

FMLA Paperwork: Due to the complexity of this paperwork and every individual's unique circumstances, FMLA paperwork is at the discretion of the provider. Will ONLY be considered for clients who have been in services for greater than six months.

Consent to Treatment: your signature below indicates you received, read and understand the policies and procedures described in the policies and procedures document and agree to the terms and conditions they're in. Your signature below also in case that you understand her policies and procedures are subject to change and it is your responsibility to review our policies and procedures which are available on our website at www.mtviewhealthpllc.com

Important Information to Patients: Please be advised that we **DO NOT** provide evaluations (diagnosis) or treatment for litigation purposes. Litigation purposes would include, but not under two: criminal cases, divorce, personal injury and emotional distress type of cases, among others. If you were seeking evaluation and treatment for litigation purposes, we recommend that you were taking a physician and or psychologist who perform such legal evaluation and treatment.

Court Fees: clinicians at this clinic do not go to court for any reason. If a clinician is subpoenaed for any reason, the court fee per day is \$1000 per hour which will include travel and prep time for the case.

Policies & Procedures; see where, policies and procedures can change without notice. Please monitor on the website as it is frequently updated with our newest policies and procedures. It is up to the client to understand changes and policies and procedures is there effect immediately with your post on the website.

Important Information to Parents of Children UNDER the age of 18: I understand that if the patient is a minor under the age of 18 years of age, a parent, guardian, or authorized individual as a company that minor to the appointment.