

Fox Valley Psychiatry

Client Policies and Procedures

Read this entire document when you have an opportunity. Please keep a copy of this document to review if you have a question about a certain policy or ask your provider for clarity.

Fox Valley Psychiatry is an outpatient mental health clinic. Clients are seen by appointment only. Fox Valley Psychiatry strives to provide empathic care, advice and counseling to holistically help you improve. If Fox Valley Psychiatry is unable to meet the treatment needs of the client, your mental health provider will discuss appropriate referral options with you.

Table of Contents

| | |
|--|-------------|
| Contact and Scheduling Information | Page 2 |
| Phone numbers | |
| Contacting after hours | |
| Late check-in policy | |
| Cancellations and attendance | |
| Medications, Appointments and Healthcare Records | Page 3 |
| Medication refills | |
| Medication questions | |
| Parent or Guardian attendance at appointments | |
| Supervision of siblings or minors | |
| Requesting medical records | |
| Involuntary discharge from services | |
| Confidentiality and Client's Rights | Pages 4 - 5 |
| Billing Questions & Financial Policies | Pages 6 - 8 |
| Complaints and Grievance Resolution Process | Pages 8 - 9 |

Contact and Scheduling Information

Messaging your provider through the online healthcare portal will get you the most effective and quickest response to any concern you have.

For portal access, go to: FoxValleyPsychiatry.org or you can sign in at portal.kareo.com

Phone Numbers

- Main (to Cancel an appointment, Refill requests, or Questions): 920-882-7780
- Client Rights Specialist: 920-882-7780
- Billing Specialist: 888-924-3627 ext 0

Calls are answered M-Th 8 am - 4 pm and Fri 8 am – Noon. Calls received after hours will be returned the next business day.

Closed on these Holidays

New Year's Eve, New Year's Day, Martin Luther King Jr. Day, Memorial Day, 3rd and 4th of July, Labor Day, Thanksgiving and Friday after Thanksgiving, Christmas Eve and Christmas Day. There may be other dates when the clinic is closed due to vacations or illnesses.

Closures due to weather

Extreme weather may require the clinic to be closed. If the weather is questionable, please call our main clinic number 920-882-7780 to verify that the clinic is open. You can cancel an appointment last minute online if you feel the weather is not safe for you to travel in.

Contacting after hours

If you have a medical emergency please call 911 or go to an emergency room. If you are considering acting on suicidal thoughts call 988, contact family or friends and/or seek care at an emergency room. If you have a question about side effects or other concerns regarding the medication you are being prescribed, please message your provider through the online healthcare portal or call back during normal business hours. Refill requests are not able to be processed when the clinic is closed. Please send a message in the healthcare portal for a refill request or leave a phone message.

Late Check-in Policy

If you check-in more than half way through your scheduled appointment duration you may be told that you need to reschedule (ex. 15 min late for a 30 min appt).

Cancellations and Attendance Policy

Please attempt to cancel at least 24 hours in advance by canceling your appointment through the online healthcare portal or calling 920-882-7780 (you can leave a phone message to cancel).

Your provider can determine if you have had too many no shows and whether it necessitates you being discharged from care. You can discuss any barriers or circumstances that are affecting your attendance with your provider (transportation issues etc). The provider will try to brainstorm solutions with you.

Medications, Appointments and Healthcare Records

Medication Refills

Usually your refill request will be processed and the prescription will be ready at your pharmacy within 24-48 hrs. Sometimes there may be delays either because the request was sent after hours or there is a processing delay at the pharmacy. Please plan to request refills 1 week before running out. Sending a message to your provider through the healthcare portal (see our website) is the easiest and quickest way to request a refill. You can also call 920-882-7780 and leave a detailed message to request a refill (remember to leave your name, the client's name and DOB and the medication name).

Medication Questions

Most medication questions are best discussed at an appointment. An appointment allows for a thorough back and forth conversation so that the important information can be relayed most effectively and an informed decision made. When possible save your questions until the next appointment or schedule a sooner follow-up appointment to discuss. If an urgent answer is needed, send a message to your provider through the healthcare portal (see our website). You can also call 920-882-7780 and leave a message (remember to leave your name, the client's name and DOB, the medication name and a concise explanation of your concern).

Parent or Guardian attendance at appointments

A parent or legal guardian must attend all appointments with a client who is a minor to give informed consent for any medication changes.

Supervision of siblings or minors

Minors should not be left unattended in the waiting room. Any siblings can come into the appointment room if the minor client assents to that. Childcare is not provided at our clinic.

Obtaining copies of Medical Records

Clients, parents, or legal guardians may obtain copies of their records. The easiest way is downloading and printing the records yourself through the healthcare portal. Otherwise you may go to the website and sign a Release of Information form, then fax, mail or drop off the form to us. We require up to a (10) ten business day turnaround time for all records requests.

Involuntary Discharge from Services

Be aware that you may be involuntarily discharged from services with a provider for issues related to attendance, non-payment of services, disruptive behavior and/or non-compliance with treatment recommendations. If this occurs, you will have 30 days to find another treatment provider and will receive information on how to file a complaint with the State of Wisconsin, if you decide to do so. Be aware that if you or a family member engages in abusive and/or threatening behavior toward a provider or staff, this might result in the involuntary termination of all services at Fox Valley Psychiatry.

Confidentiality and Client's Rights

Confidentiality of Information

Confidentiality of client information is respected at Fox Valley Psychiatry. Your records are maintained in the EMR (Electronic Medical Record) in accordance with State and Federal regulations. Due to the sensitive nature of mental health care and robust HIPAA protection laws, Fox Valley Psychiatry will not disclose protected health information (PHI) to outside entities except for purposes of direct patient medical care or when legally required to do so (see situations in list below). Outside providers must abide by the stipulations of the Fox Valley Psychiatry Providers Privacy Agreement. Fox Valley Psychiatry does not consult with any adjunctive providers who are not employees of Fox Valley Psychiatry. Fox Valley Psychiatry does not participate in any research studies or collaborative endeavors that would lead to the disclosure of PHI. Further rights have been delineated in the Fox Valley Psychiatry Notice of Privacy Practices. Fox Valley Psychiatry will not release protected health information unless one of the following situations applies:

- You are adequately informed and sign a consent to release information
- The disclosure is made to medical personnel in a medical emergency
- To qualified personnel for payment of services, audits, or related purposes that you have been explicitly informed of and consented to
- You or someone else is in a life-threatening situation
- There is suspected child abuse or neglect (the law requires us to report this to local authorities)
- As required or allowed by law
- Disclosure is court ordered
- In accordance with State Statute 51:30, your diagnosis, demographics, and medications will become shared information within your EMR (Electronic Medical Record)

Client's Rights

Fox Valley Psychiatry will provide treatment and access to care that does not discriminate regardless of race, color, ethnicity, national origin (including limited English proficiency and primary language), creed, culture, religion, sex (including pregnancy), sex characteristics, sexual orientation, gender identity or expression, physical or mental disability, age, status as a disabled veteran, having an Advance Directive or ability to pay for care (socioeconomic status). Your cultural and personal values will be respected, unless these interfere with the delivery of patient care and the well-being of others.

At Fox Valley Psychiatry an open, nonjudgmental environment is created during appointments. Your thoughts, preferences, and concerns will be empathically heard. Clients (and parents or legal guardians when applicable) will be fully and explicitly informed of the benefits, risks, treatment alternatives, and potential consequences of treatment decisions. All decisions will be developed with your collaboration and consent. Clients have the right to accept care, choose treatment options, and refuse treatment. Clients have the right to know the names of which provider and/or staff members are involved in their care. Clients have the right to reasonably grant or restrict the disclosure of their confidential protected health information (PHI) as described in the Fox Valley Psychiatry Privacy Practices.

Client's Rights Granted by Wisconsin Law

Per Wisconsin Law (s51.61) you have specific rights when you receive services as an outpatient for mental health, alcoholism, drug abuse or developmental disabilities. Listed below is a summary of those rights. A complete, unabridged copy of Client Rights under Wisconsin Statute Section 51.61 is available to you upon request.

You have the right to...

1. Be informed of your rights as a client [See 51.61 (1) (a), Wis. Statutes]
2. The least restrictive treatment conditions necessary [See 51.61 (1) (e)]
3. Receive prompt and adequate treatment [See 51.61 (1) (f)]
4. Refuse medications and treatment (except for court orders and emergencies) prior to commitment. [See 51.61 (1) (g)]
5. Be free from unnecessary or excessive medication at any time. [See 51.61 (1) (h)]
6. Not be subjected to experimental research without your informed, written consent. [See 51.61 (1) (j)]
Not to be subjected to drastic treatment procedures without your informed, written consent. [See 51.61 (1) (k)]
7. A humane psychological and physical environment. [See 51.61 (1) (e)]
8. Petition the court for review of your commitment order. [See 51.61 (1) (d)]
9. Confidentiality of all treatment records, to review and copy certain records, and to challenge the accuracy, completeness, timeliness or relevance of information in your records in accordance with the provisions of Section 51.30 Wisconsin Statutes. [See 51.61 (1) (n)]
10. Not to be filmed or taped without your permission. [See 51.61 (1) (o)]
11. Access to a grievance procedure to ensure your rights. [See 51.61 5]]
12. To go to court if you believe your rights were violated. [See 51.61 (7)]

Billing and Financial Policies

Billing Questions

If you have billing or payment questions, please call Fox Valley Psychiatry at 920-882-7780. If you have questions about your insurance coverage, you can contact your insurance company at the number listed on the back of your insurance card.

Minor Clients

A parent or guardian is required to sign Fox Valley Psychiatry's Financial Agreement prior to the initial appointment. This parent or guardian is signing that they are financially responsible for all charges incurred, including those not covered by your insurance plan. You are responsible for payment regardless of any insurance company's arbitrary determination of usual and customary rates. The cost of your child's treatment will depend on what level of care was provided. Longer appointments or appointments where more extensive decision making choices were made, may cost more (ex. an appointment where a new medication was started and labs were ordered).

We are not affected by any divorce decrees and will not get involved in these types of disputes. We cannot do any type of split billing (parents will need to work that out amongst themselves).

Insurance

Many health insurance plans include behavioral health benefits. Each private insurance company has multiple plans. We may participate with your insurance company, but not your particular plan. Also, not all services are covered benefits in all contracts. Some insurance companies select certain procedures or diagnoses that they will not cover.

Your insurance is a contract between you, your employer, and the insurance company. We are not a party to that contract so it is your responsibility to contact the client's insurance company. We recommend contacting them prior to the first appointment to fully understand the specific plan and benefits, including whether your provider is considered in-network with your particular plan.

Here are a few guidelines to help when contacting your insurance company:

- The provider at Fox Valley Psychiatry is board certified in child, adolescent, and adult psychiatry.
- You can find the contact information on the back of the insurance card.
- Write down the date you contacted them and who you talked to.
- Find out if your plan is self-funded. If it is, your insurance does not need to follow state guidelines.
- You will need to know benefits, limitation per year, if authorizations are required, and if an EAP referral is required. Be sure to ask about the deductible and co-pay/co-insurance for each visit.

In order to accurately submit claims for service, you are required to bring your child's insurance to all appointments. In the event your insurance coverage changes, you are responsible for notifying us immediately. Knowingly giving false insurance information can result in insurance fraud. Failure to provide current insurance results in a self-pay account.

Payments

We accept checks, cash, and credit cards. A \$25 fee will be charged for any returned checks. Online payments can be made by clicking on the link that will be emailed or texted to you after your appointment.

All co-payments, deductible payments, co-insurance charges, and account balances are due at time of service.

At your request, our billing department will assist you with a payment plan.

In the unlikely event that your account balance (and/or payment plan balance) has not been paid for more than 90 days, a collection agency may be used and may result in involuntary termination of care. If such action is necessary, collection fees, interest, and finance charges will be added to the amount due.

Your rights and protections against surprise medical bills:

When you get emergency care or get treated by an out-of-network provider at an in-network hospital or outpatient facility, you are protected from surprise billing or balance billing. What is “balance billing” (sometimes called “surprise billing”)? When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, such as a copayment, coinsurance, and/or a deductible. You may have other costs or have to pay the entire bill if you see a provider or visit a health care facility that isn’t in your health plan’s network.

“Out-of-network” describes providers and facilities that haven’t signed a contract with your health plan. Out-of-network providers may be permitted to bill you for the difference between what your plan agreed to pay and the full amount charged for a service. This is called “balance billing.” This amount is likely more than in-network costs for the same service and might not count toward your annual out-of-pocket limit.

“Surprise billing” is an unexpected balance bill. This can happen when you can’t control who is involved in your care — like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider.

You are protected from balance billing for:

- **Emergency services:** If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most the provider or facility may bill you is your plan’s in-network cost-sharing amount (such as copayments and coinsurance). You can’t be balance billed for these emergency services. This includes services you may get after you’re in stable condition, unless you give written consent and give up your protections not to be balance billed for these post-stabilization services.
- **Certain services at an in-network hospital or outpatient facility:** When you get services from an in-network hospital or outpatient facility, certain providers there may be out-of-network. In these cases, the most those providers may bill you is your plan’s in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers can’t balance bill you and may not ask you to give up your protections not to be balance billed.

- If you get other services at these in-network facilities, out-of-network providers can't balance bill you, unless you give written consent and give up your protections.
- You're never required to give up your protections from balance billing. You also aren't required to get care out-of-network. You can choose a provider or facility in your plan's network.
- When balance billing isn't allowed, you also have the following protections:
 - You are only responsible for paying your share of the cost (like the copayments, coinsurance, and deductibles that you would pay if the provider or facility was in-network). Your health plan will pay out-of-network providers and facilities directly.
- Your health plan generally must:
 - Cover emergency services without requiring you to get approval for services in advance (prior authorization).
 - Cover emergency services by out-of-network providers.
 - Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
 - Count any amount you pay for emergency services or out-of-network services toward your deductible and out-of-pocket limit.

If you believe you've been wrongly billed, you may contact the Center for Medicare and Medicaid Services at 1-800-985-3059. Visit <https://www.cms.gov/nosurprises> for more information about your rights under federal law.

Complaints and Grievance Resolution Process

Complaint Procedure

If you are dissatisfied with any aspect of your treatment, please start by talking with the person with whom you have a complaint and try to resolve the issue. If you are still dissatisfied you can contact the Fox Valley Psychiatry Client Rights Specialist at 920-882-7780. The Client Rights Specialist can gather information about your complaint and try to resolve your concern. If you do not agree with the decision made after the information has been reviewed or feel your rights have been violated, the Client Rights Specialist can help you to file a grievance (see below).

Grievance Resolution Process (DHS 94.40)

1. You have 45 days from the occurrence of the event in dispute to file a grievance.
2. The Client Rights Specialist will investigate your grievance which will involve talking with you and any staff involved and reviewing any pertinent records in order to get the facts. They will request that you put your grievance in writing prior to completing the investigation.
3. The Client Rights Specialist will complete the investigation and issue a report of his/her findings and recommendations of your grievance to the Fox Valley Psychiatry President or Medical Director within 30 days for non-emergency situations and 5 days for emergency situations. This time period may be extended only if you agree to it.

4. The Fox Valley Psychiatry President or Medical Director will review the report and recommendations and if they agree, the Client Rights Specialist will send you a copy of the report.
5. If you both agree with the report and recommendations, then action will be taken on the recommendations within an agreed upon time period.
6. If you disagree with the report and an agreement cannot be worked out, they will prepare a written position of their findings and recommendations which form the official position of Fox Valley Psychiatry. This written decision will be issued within 10 days in non-emergency situations or 5 days in emergency situations from the time you inform the Client Rights Specialist that you do not agree with the original report.
7. If you disagree with the President's or Medical Director's decision and recommendations, you have a right to request an Administrative Review from the County (if you are a County funded client) or State. The Client Rights Specialist will assist you with this and explain the process. You have 14 days from the date you receive the written decision of the President to request an Administrative Review.
8. Other information about our grievance procedure you should know includes:
 - a. No one can retaliate or discriminate against any person who files a grievance.
 - b. Your grievance will be handled in a confidential manner. Only staff with a "need to know" are entitled access to the information. The staff person(s) about whom a grievance may be filed shall be informed as to the nature and content of the grievance.
 - c. You are permitted to have another person (non-legal) act on your behalf in filing a grievance.
 - d. If another person represents you in a grievance, you will be required to sign a Release of Information form before any information can be shared with this other person.
 - e. Use of the informal complaint process is required for seeking the formal process. Also, if you are in the formal grievance resolution process, you can switch to the informal process to attempt to resolve the issue.
 - f. At any point in time, you have the right to seek legal counsel and take the matter to court. If this occurs, the grievance process will be suspended.
 - g. If you have a grievance about the operation of the Fox Valley Psychiatry's Grievance Resolution process, you may register a complaint with the County or State and request an Administrative Review.