

Sandra Bowker and Associates

Office Policy

Welcome to our practice. The following information is presented in efforts to avoid any misunderstandings. Please feel free to request a copy of this policy for your own records and/or to ask for clarification.

- All of the practitioners in our office schedule patients on the hour and by appointment only. Our appointment times fill up several weeks in advance. We understand that there may be some times when there is a conflict that does not allow you to keep a scheduled appointment. We value our patient's time and request that you give us notice if you need to cancel an appointment. If you fail to give proper notice for a cancellation, you will be charged the full amount of the missed appointment (please note that the cancellation fee for testing can exceed several hundred dollars). Proper notice for therapy is one business day, for a testing cancellation it is two business days.
- Our office is open Monday, Tuesday Wednesday and Friday from 9am to 4pm. **We are not available after hours** (unless by appointment), Thursdays, weekends or holidays. If an emergency situation arises please contact your primary care physician, 9-1-1, call Gryphon Place at 296-381-HELP, or go to your local hospital emergency room.
- All phone calls will be answered by the office staff. The best way to secure the time and attention to your specific case is to make an appointment. The office staff will make every effort to answer your general questions and will assist you in making an appointment if you wish to speak with the practitioner directly.
- Sandra Bowker and Associates participates with *most* BCBS-PPO and Medicare plans. We are not a "preferred provider" for the Federal Blue Cross Blue Shield program. Additionally, some BCBS-PPO insurances have contracted your mental health benefits out to other, non-Blue Cross Blue Shield companies such as Value Options, Magellan, United Behavioral Health, ect. **We do NOT participate with these companies.** If you are uncertain if your BCBS-PPO has a separate mental health vendor, you should contact your insurance company directly. The number is generally located on the back of your insurance card.
- If you have a commercial insurance plan that we are not in-network with (such as UHC, Priority Health, BCN, Cofinity, Aetna, ect.) we will submit claims to the insurance company on your behalf. Please check with your insurance carrier regarding your specific out of network coverage. **We will not conduct any case reviews, authorization/notification requests or single case agreements that your carrier may attempt to require. This may reduce your out-of-network coverage.**
- All contracts are between you and your insurance company, we do not "pre-authorize" any services nor are we able to give promise as to what your individual coverage will be.
- We are NOT Medicaid, BCBS MICHild, Great Lakes Health Plan of Michigan or Meridian providers. These insurances will not cover any of the services provided at this office.
- We will assess a \$7.00 per month late fee for all balances that are over 90 days.

I have read and understand the above information regarding scheduling, emergency procedures, and insurance coverage and fees.

Patient Name

Signature of Responsible Party

Date