

## Alliance Behavioral Medicine, LLC

### Patient Care Contract

Alliance Behavioral Medicine, LLC is pleased to have been selected to help meet your health care needs. Health care is a joint effort between the patient and the provider and the following clinic policies will help us to better serve you.

#### **Office Hours and Policy**

The office hours for Alliance Behavioral Medicine, LLC are Monday through Friday from 8:30 am to 4:30 pm.

*Phone messages are checked daily, if you call on a non-patient day, please leave a message and we will return your call. If you have an emergency and we are not here, please follow the directions on our phone message.*

You will be given a reminder card upon making your next appointment. As a courtesy, we will make an attempt to confirm appointments but ultimately the responsibility for keeping appointments is yours. If you cancel the appointment with less than 24 hours notice, you will be charged \$50.00 for your first missed appointment, \$75.00 for your second missed appointment and the full cost of the appointment for your 3<sup>rd</sup> missed. For a Monday appointment, the appointment must be cancelled before 12:00 pm on the Friday prior to avoid the cancellation fees. Insurance will not be billed for late cancellations/no show fees.

#### **Medication Refills**

Patients are encouraged to contact their preferred pharmacy for refill prescriptions. The pharmacy will obtain refill authorization and have your prescription ready for pickup in a day or two. You may also call Alliance Behavioral Medicine to request prescription refills. Refills requested on Fridays will not be authorized until the following Monday. Refills will not be authorized on the weekend or holidays.

We will try to obtain authorization for prescription refills as rapidly as possible, but please allow three to five days for a prescription refill authorization. If you need an appointment, we will gladly make an appointment for you and you may be given a refill until the appointment. If the appointment is not kept, further refills may not be authorized.

#### **Insurance Billing, Deductibles, and Co-payments**

Anderson, Lohr Healthcare Consulting: Kat LaMantia will file all insurance claims on your behalf. Her contact information is available at the office. Kat will answer any questions regarding your bill or insurance matters. Her phone number is 907-770-9630.

Most insurances have a deductible or co-pay amount (including Medicare), that amount is due at the time of service. Those fees and any denials are the patient's responsibility. If you do not make a payment or set up financial arrangements to settle your account within thirty (30) days from the date of the statement, you may be considered for collections. We accept payment in the form of cash, check or credit card.

#### **Records Request**

You may request one copy of your records at no charge. We reserve the right to charge a fee of \$25.00 for any additional copies. There is no fee to transfer records to other Physicians or Healthcare providers.

By signing below, you agree to follow the policies of Alliance Behavioral Medicine, LLC, including the financial policies governing insurance deductibles and co-payments.

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**Patient or Responsible Party**

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**Date**