

CPE CLINIC, LLC

www.cpeclinic.com

T 410-979-2326 F 877-979-2327

NOTICE OF OFFICE POLICIES AND PROCEDURES, EFFECTIVE 02/01/2016

PURPOSE OF THIS INFORMATION

In order for the staff of CPE Clinic, LLC to provide the best care, we are providing detailed pertinent information. If you have any questions or concerns about the healthcare or business practices of this office, please feel free to discuss them with your provider.

IN THE EVENT OF AN EMERGENCY

Messages left on voicemail are retrieved regularly and calls are returned as soon as possible. If you require more rapid attention in order to ensure your own or someone else's safety, please do not delay while waiting for your provider to return your telephone call. Call 9-1-1 or report to the nearest hospital emergency room.

PATIENT RECORDS

An electronic record (file) is kept of services that you receive in this office. CPE Clinic, LLC uses Vālant™ Medical Solutions as our HIPAA-compliant manager of electronic medical records (EMR). You have the right to see the record and receive a copy of it upon request. You may ask that facts in the record be checked and corrected, if necessary. You may authorize in writing that copies of the record be released to entities you designate, at your expense, according to charges stipulated by the state law of Maryland. Under certain circumstances where seeing the record may put a patient or other person at risk, your provider at CPE Clinic, LLC may redact certain information in the record and/or require that you review the record in consultation with another healthcare provider. You may receive an accounting of non-routine uses and disclosures of your record.

PRIVACY AND RELEASE OF INFORMATION

Services that you receive in this office are confidential, as outlined and protected by the HIPAA Privacy Rule. Please see our document entitled "Notice of Privacy Practices and Policies" for a complete explanation of your privacy and information disclosure rights.

SECURITY PROCEDURES

CPE Clinic, LLC makes reasonable efforts to prevent access and disclosure to unauthorized personnel. CPE Clinic, LLC staff keeps an ongoing log of potential risks and the physical and electronic safeguards implemented to limit these risks. Business associates are required to abide by all applicable privacy regulations.

APPOINTMENT FEES AND PAYMENT

Payment for the initial evaluation is due prior to the start of the first appointment. Payment for other treatment sessions is due in full at the time services are provided unless prior arrangements have been made. The providers at CPE Clinic, LLC are out-of-network providers and they do not participate with insurance companies. The receipt for payment can be submitted to your insurance company for partial reimbursement; please contact your insurance company to clarify how much reimbursement to expect.

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Please see the section below, "Insurance Benefits and Patient Responsibility for Fees" for further information.

The fees for appointments are determined by the duration and the status of the session as intake or follow-up; discounted rates may apply in special circumstances. The appointment fee will be pro-rated if the appointment runs significantly over the amount of scheduled time.

Fees for all providers can be found on the website - <http://www.cpeclinic.com/FAQs.htm>

Please telephone the office at 410-979-2326 with any questions or concerns about your account statement.

INSURANCE BENEFITS AND PATIENT RESPONSIBILITY FOR FEES

Only your health insurance plan can describe your benefits to you or verify provider eligibility. CPE Clinic, LLC will help you obtain this information from your health insurance plan upon request, but you must contact the health insurance plan directly for verification. **The providers at CPE Clinic, LLC are out-of-network providers.** If charges are denied by a health insurance plan, they become entirely your responsibility, even if you had understood from your health insurance plan that the charges would be paid by them. Please see our document "Checking Your Out-of-Network Outpatient Mental Health Insurance Benefits" for more information. Prescriptions are managed during appointments, including provision for enough refills until the recommended follow-up.

Paperwork requests must be managed during appointments. Any prescription or paperwork managed outside an appointment will be charged a \$50 fee. A fee may apply to correspondence outside of appointments that is not related to urgent issues. Timely compliance with follow-up appointments prevent most additional fees. Please schedule follow-up appointments by phone or email with CPE

PRESCRIPTION MANAGEMENT AND ADDITIONAL FEES

Clinic, LLC staff after the provider recommends the time-line for the next visit.

LATE CANCELLATIONS AND MISSED APPOINTMENTS

Failure to keep a scheduled appointment will result in a charge for the full fee of the scheduled appointment, unless you cancel at least 24 hours prior to the appointment time. Please note that insurance health plans do not pay for missed appointments; therefore, these charges will be entirely your responsibility. They will be collected in accordance with your on-file signed Credit Card Authorization Policy.

UNPAID BILLS

It is important that you discuss with your provider any financial hardship that you may have. Doing so may allow you and your provider to arrive at a mutually agreeable payment plan that allows the continuation of your treatment. If this cannot be accomplished, seriously delinquent accounts may be referred to a collection agency and we may have to terminate our relationship as provider and patient. Information necessary to effect collection will be released to the collection agent. Should it become

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necessary to file suit in this context, you agree to pay reasonable attorney fees. A service fee of 1.5% may be charged on balances more than 30 days past due.

GRIEVANCE PROCEDURES AND COMPLAINTS

If you have any questions or concerns about administrative or business matters in this office, please discuss them with your provider.

If you have any questions or concerns about your treatment, you are encouraged to discuss them with your provider. In addition, or instead, the following avenues are available:

1. You may contact your health insurance plan or behavioral health benefit manager;
2. If you feel the problem is serious and/or you have not reached resolution through one of the avenues above, you can file a complaint with the Maryland State Department of Health and Mental Hygiene. Their mailing address is 201 W. Preston Street
3. Baltimore, Maryland 21201 and their telephone number is 410-767-6500 or
4. Toll Free: 1-877-4MD-DHMH (1-877-463-3464).
5. You may also file complaints regarding privacy practices to the Secretary of the U.S. Department of Health and Human Services.

MICHAEL J. LABELLARTE, M.D, THERESA P. SHANK, PH.D.,
LAURA K. FRAZIER, PH.D., AND JAMIE BLUM, LCSW-C

- **Annapolis, MD:** 2568A Riva Rd # 103 Annapolis, MD 21401
- **Annapolis, MD:** 134 Holiday Ct Suite 312 Annapolis, MD 21401
- **Columbia, MD:** 8940 State Route 108, Suite E Columbia, MD 21045
- **Millersville, MD:** 1110 Benfield Blvd. Suite H, Millersville, MD 21108
- **Baltimore, MD:** The Rotunda, 711 W 40th St Suite 428, Baltimore 21211