



Pittsboro Pediatric Psychology and ADHD Clinic
290 East St, Ste 106
Pittsboro NC 27312-9448
919-548-5612

3. Business Policies & Procedures (PPP+ADHD)

This brochure provides information about services this practice provides. These policies were established to allow Dr. Scheffler to concentrate her time and energy on providing quality care to her clients while controlling costs by not incurring the expense of support staff. If questions or concerns, please discuss them with Dr. Scheffler.

Appointments

When you schedule an appointment, that time is reserved for you and cannot be given to anyone else without sufficient notice. Therefore, there is a \$40 charge for missed appointments for cancellations less than 24 hours in advance (unless necessary due to an emergency). MISSED APPOINTMENT FEES ARE NOT REIMBURSED BY INSURANCE.

Implement Whether

In times of inclement weather, please call Dr. Scheffler's office/cell phone and leave your phone number and a message regarding your availability to travel and/or meet via telehealth. Dr. Scheffler will call you to confirm or to reschedule your appointment. IF YOU DO NOT FEEL YOU CAN TRAVEL SAFELY, PLEASE DO NOT ATTEMPT TO DO SO. There is no late cancellation fee weather-related cancellations if you attempt to contact Dr. Scheffler.

Childcare

The best way to reach Dr. Scheffler is by calling her office/cell phone, which should allow you to leave a voicemail message if she is not able to take your call. Due to the independent nature of the practice, Dr. Scheffler cannot promise 24-hour availability. If you have an emergency and cannot reach Dr. Scheffler, follow the instructions in the "Emergency/Crisis Services" section.

Childcare/supervision is not available during sessions. You must arrange childcare for children not involved in the therapy session. It is not appropriate for children, including the client, to be in the room during "parent only" meetings, and other children, including siblings, should not be in the room during clinical discussions that do not involve them.

Messages

Emergency/Crisis Services

If you have an urgent need at any time and cannot reach Dr. Scheffler, you may call one of the services listed below. Some insurance companies also have nurse/advice lines (check the back of your insurance card). IF YOU HAVE A LIFE-THREATENING EMERGENCY AT ANY TIME, IMMEDIATELY CALL 911 OR GO TO YOUR LOCAL EMERGENCY DEPARTMENT. Note: While all emergency departments provide medical stabilization, not all provide mental health services. If such an emergency department feels that mental health treatment is needed, they will arrange transport to an appropriate facility.

Chatham, Orange, Alamance counties...Cardinal Innovations Access Center...800-939-5911

Lee, Hamett, Moore, Randolph counties... Sandhills Center Access Center... 800-256-2452

Wake, Durham, Cumberland counties... Alliance Behavioral Access Center... 800-510-9132

Chapel Hill... UNC Healthlink Advice Nurse... 919-966-3820

Raleigh... Holly Hill Hospital Assessment... 800-447-1800

Greensboro... Moses Cone Hospital 24-hour Helpline... 336-832-9700

Nationwide... Suicide Prevention Hotline... 800-273-8255 (TALK)

...Or text "HOME" to 741741

Nationwide... Trevor Project LGBTQ+ Hotline... 866-488-7386

Insurance

Mental health services that are deemed "medically necessary" are covered under most health insurance policies. However, some services may not be covered by your policy. Mental health coverage sometimes differs from medical coverage in terms of deductibles, copayments, and preauthorization and may even be handled by a different company. Every policy is different. You should call your insurance company and verify the terms of your mental health coverage in advance of your intake appointment.

You are responsible for payment of your bill in full to the extent the bill is not paid by your insurance carrier. Deductibles are the amount of medical costs that the client must pay before insurance benefits begin. If the relevant deductible has not been met, the client is responsible for the cost of the session (or the contracted rate for that insurance plan, whichever is lower). A copayment and/or coinsurance is required by many insurance plans for office visits, and this copayment and/or coinsurance is due at each visit. In addition, services not covered by your insurance policy, including but not limited to missed appointments, telephone consults, letter-writing, and school visits, are the client's responsibility. Dr. Scheffler cannot accept the responsibility of negotiating settlement of disputed insurance claims.

When the insurance company processes a claim, they send the client and provider an Explanation of Benefits (EOB) or similar notice. This is what determines the insurance coverage and client responsibility for claim. Once this notice is received, Dr. Scheffler will send you an invoice and charge any amount due to the credit card on file. If you have questions about your coverage, please call your insurance carrier. If you have questions about an invoice or a charge from this practice, call Dr. Scheffler.

Fees and Billing Procedures

A current fee schedule is available on the practice website. Fees, or the appropriate patient responsibility, are due at each visit. Cash, checks (payable to "Pittsboro Pediatric Psychology and ADHD Clinic"), credit cards, and HSA/Flex spending cards (for approved expenses) are accepted. Payment plans may be available if needed for large deductibles, noncovered charges, etc.

The practice expects that you will pay your bill promptly. If you have financial hardship, please discuss payment with Dr. Scheffler.

In order to cut down on checkout time and billing expenses, the practice requires a valid credit card be kept on file so that copayments, missed appointment fees, and other charges may be paid automatically. All credit card information will be used for payment purposes only and will be kept secured.

It is this practice's policy that the person who initiates services for a child is the party responsible for payment. The practice does not bill another person (including a noncustodial parent) unless that individual informs the practice in writing of their

willingness to pay for services. This policy is for the practice purposes only and is not meant to alter any court order or custody agreement.

Phone Consultations, Document Preparation, and Medical Records Requests

Time involved in phone consultations, document preparation (e.g., form completion, letter writing), and other services not covered by insurance is charged at the prorated standard therapy rate and is not reimbursed by insurance. A phone consultation occurs when Dr. Scheffler carries on a conversation of a therapeutic, problem-solving, or information-exchanging nature with the client, authorized family member, or another professional (e.g., teacher, doctor, attorney) for whom a consent to obtain/release information has been completed. There is no charge for short phone calls (under five [5] minutes). Document preparation refers to anytime Dr. Scheffler must complete a form or write a letter, memo, summary, or report for you or another individual or agency (A report is included in the charge for formal, standardized testing only)

Fees for medical record request will be charged per NC state regulations.

Confidentiality in Work with Children

If the client is under the age of 18 or unable to consent to treatment, I attest that I have legal custody of this individual and am authorized to initiate consent to treatment or I am legally authorized to initiate and consent to treatment on behalf of this individual. I will provide a copy of the custody and/or guardianship papers upon request.

If Dr. Scheffler is working with your child, she is your child's therapist only, and it is important that your child be able to trust her completely. Therefore, Dr. Scheffler will keep confidential what your child says the same way that she keeps confidential what an adult says. Unless required by law, she will not release specific information that the child provides without their consent (except as outlined in the Informed Consent document); however, she will discuss with you the general nature of your child's therapy, your child's progress, and your participation in treatment.

Social Media Policy

To avoid dual relationships, which are discouraged in the ethical standards of the American Psychological Association (APA), Dr. Scheffler will not "friend," "follow," or otherwise connect with clients or their immediate family members via social media. This includes, but is not limited to Facebook, Twitter, Instagram, Snapchat, LinkedIn, etc. If Dr. Scheffler and a client or their immediate family member should end up in the same group on social media, Dr. Scheffler will treat this as any other public space and will not acknowledge the individual as a patient unless they do so first.

Technology and Record Storage

Standard email and texting (SMS) are not secure means of communication and do not provide adequate protection of Protected Health Information (PHI). However, most people appreciate the convenience of email and texting, especially for scheduling, appointment reminders, and invoices. Dr. Scheffler does not use email or text (SMS) to transmit clinical information without your consent. Dr. Scheffler uses text (SMS) through the Signal app, which provides end-to-end encryption of messages but requires that both users have the app installed. The practice highly recommends that you download and install Signal if you wish to protect your PHI when texting your arrival at the office or exchanging messages to schedule or reschedule appointments. See the "HIPAA Email and Texting (SMS) Consent" to opt in or opt out of using email and/or text (SMS) for these purposes.

Clinical records are stored in an Electronic Health Records (EHR) system where they are stored in a secure cloud environment. Psychotherapy notes (which are provided extra protection) and restricted test materials are stored in paper form in a locked filing cabinet. Occasionally, records will be transferred to Dr. Scheffler's home office for work there. This is

accomplished using the secure cloud service, an encrypted USB drive, an encrypted tablet/laptop computer, or (for paper records) carried personally by Dr. Scheffler.

Archived paper records are stored in a secure off-site location. Records are retained as required by law, currently for seven years after the last contact or for seven years after the client reaches the age of 18, whichever is later.

Electronic Signature

I have reviewed these policies. I understand and agree to abide by them. I understand my rights and responsibilities as outlined. I agree and consent for myself or my dependent to receive services as provided by Heather Brewis Scheffler, PhD, and Pittsboro Pediatric Psychology and ADHD Clinic.

Type client's name here to agree.:

Client's Date of Birth:

If client is under 18 years old, type authorized representative's name and relationship here to agree.: