

JOHN W.GRACE, M.D.,P.A.

GENERAL POLICIES

(EFFECTIVE 6/1/2023)

Emergency/Crisis

If you are experiencing a medical or mental health emergency, please call 911 immediately or present to your closest ER department. Emergency departments are capable of dealing with mental health emergencies as well as physical emergencies. **DO NOT WAIT FOR A SPECIFIC PERSON TO AID YOU IN A MENTAL HEALTH CRISIS, ACTIVELY SEEK OUT THE FIRST COMPETENT PERSON AND ALLOW THEM TO ASSIST YOU.**

The general policies here are in place for all patients unless specifically agreed or deviated from and documented with Dr. Grace.

JOHN W.GRACE, M.D.,P.A.

POLICIES

ESTABLISHING WITH OFFICE AND FEE SCHEDULE

TERMINATION POLICIES

VISIT AND BALANCE REQUIREMENTS

LATE CANCELATIONS

PRIVACY

PRIOR AUTHORIZATIONS

THIRD PARTY PAPERWORK

ESTABLISHING AS A PATIENT OF THIS OFFICE

NOTE

WE MAY NOT BE ABLE TO ACCEPT YOU AS A PATIENT.

THERE ARE MANY POSSIBLE REASONS FOR THIS:

- WE MAY NOT HAVE ENOUGH AVAILABILITY CURRENTLY TO ASSIST WITH YOUR CURRENT ISSUE.
- THERE MAY BE A CONFLICT OF INTEREST.
- IT MAY BE OUTSIDE OUR EXPERTISE. (DOSAGE OR COMBINATIONS WE ARE UNFAMILIAR WITH).

SINCE WE MAY BE UNABLE TO DISCUSS SOME OF THOSE REASONS ABOVE IT IS OUR GENERAL POLICY TO NOT DISCLOSE THE REASON WHY WE CANNOT ACCEPT A GIVEN PATIENT AT A GIVEN TIME.

YOU ARE NOT CONSIDERED AN ACTIVE PATIENT OF THIS OFFICE UNTIL AFTER YOUR FIRST FACE-TO- FACE VISIT WITH DOCTOR GRACE WHEN BOTH OF YOU AGREE TO ENTER INTO A DOCTOR-PATIENT RELATIONSHIP.

FEES

BELOW ARE THE MAXIMUM FEES CHARGED FOR VARIOUS LEVEL OF SERVICES. PATIENTS WITH INSURANCES (INCLUDING MEDICARE) WILL OFTEN HAVE LOWER RATES NEGOTIATED BY THEIR INSURANCE COMPANY.

** PATIENTS ARE EXPECTED TO BE ABLE TO ACCESS THEIR RECORDS, TREATMENT PLANS, AND READING SOURCES THROUGH ELECTRONIC MEANS. THERE MAY BE ADDITIONAL PRINTING FEES (DISCUSSED IN ADVANCE) FOR HARD COPIES.

NEW EVALUATION CODES

(MOST WILL BE \$300.00. RARELY SOME SIMPLE, PREVIOUSLY ESTABLISHED PATIENTS MAY QUALIFY FOR THE LOWER COMPLEXITY CODES)

(90872,99205) \$300.00

99204 \$200.00

99203 \$150.00

***NEW PATIENTS WITHOUT VERIFIED INSURANCE BENEFITS ARE EXPECTED TO PREPAY FOR THEIR SECOND HIGH LEVEL VISIT IN ADVANCE AT THE END OF THEIR FIRST APPOINTMENT BEFORE ESTABLISHMENT OF A DOCTOR-PATIENT RELATIONSHIP.

MEDICAL MANAGEMENT

THE TIMES LISTED BELOW ARE TIME SPENT (NOT TIME SEEN) ON DAY OF SERVICE. REMEMBER...MOST OF THIS TIME MAY BE SPENT IN REVIEW OF RECORDS (DEA,SUBMISSIONS, ETC.) AND CALLING IN PRESCRIPTIONS.

<i>10 MINUTES (99212)-</i>	<i>\$100</i>
<i>20 MINUTES (99213) -</i>	<i>\$125</i>
<i>30 MINUTES (99214)-</i>	<i>\$150</i>
<i>40 MINUTES (99215)-</i>	<i>\$200</i>

PSYCHOTHERAPY WITH MEDICAL MANAGEMENT FEES ABOVE

AS A PSYCHIATRIST DR. GRACE HAS BEEN TRAINED IN PSYCHOTHERAPY AND OCCASIONALLY UTILIZES SUCH, PARTICULARLY DURING COMPLICATED AND TREATMENT-PLANNING VISITS TO DETERMINE DIRECTION OF CARE AND APPROPRIATE REFERRALS. THESE PSYCHOTHERAPY CODES ARE BASED ON TIME SEEN (FACE TO FACE OR VIRTUALLY) AND ARE IN ADDITION TO THE MEDICAL MANAGEMENT SERVICES. THIS MAY ALSO RESULT IN TWO COPAYS FOR THESE VISITS SINCE YOU ARE RECEIVING BOTH A MEDICAL MANAGEMENT AND A PSYCHOTHERAPEUTIC COMPONENT.

<i>17 MINUTES (90833)-</i>	<i>\$100</i>
<i>37 MINUTES(90836):</i>	<i>\$150</i>
<i>53 MINUTES(90838):</i>	<i>\$200</i>

PHONE VISITS

YOU MAY BE BILLED FOR PHONE CALLS WITH DOCTOR GRACE AND THESE ARE FREQUENTLY NOT COVERED BY INSURANCE. DR. GRACE WILL NOTIFY YOU IF A CALL IS GOING TO RESULT IN CHARGES.

BRIEF 5-10 MINUTES (99441) -	\$50
INTERMEDIATE 10-20 MINUTES (99442) -	\$100
LONG 20-30 MINUTES (99443) -	\$150

TERMINATION POLICIES INCLUDING VISIT AND BALANCE REQUIREMENTS

*ALL PATIENTS ARE REQUIRED TO BE SEEN MINIMALLY IN OFFICE EVERY SIX MONTHS FOR A TREATMENT PLAN REVIEW.

* PATIENTS ARE CONSIDERED TERMINATED FROM OFFICE IF ANOTHER OUTPATIENT PROVIDER (INCLUDING PRIMARY CARE) BEGINS TAKING OVER THE PRESCRIPTION OF PSYCHOTROPIC MEDICATION OR THEY GO LONGER THAN 4 MONTHS WITHOUT A VISIT OF ANY KIND (VIRTUAL OR IN-PERSON)

- BALANCES

Patients are expected to maintain a zero balance. Any balance greater than \$200.00 will generally result in only 1 week fills of medication until patient has established with another provider or the balance is paid as well as possible 30 day termination for balance. We reserve the right to charge a 1.5% monthly finance charge for balances more than thirty days overdue.

- LATE CANCELLATION POLICY

Our office requires 24-hour notice for cancellation of in-office appointments. Failure to provide will result in the patient being charged a fee of \$100.00 for new evaluations. \$50.00 for follow up visits.

JOHN W.GRACE, M.D.,P.A.

PRIVACY POLICIES

John W. Grace M.D. P.A.

Privacy Officer: John Grace

- Confidentiality is waived if there is a real immediate threat to yourself or someone else.
- Certain diseases must be reported to the Health Department
- A Court Order may request these records.
- We are required to report cases of elder or child abuse.
- Under most circumstances no paper records released without approval.
- All paper records are locked up after close of business day.
- Some private information is shared with insurance companies as required for billing.
- Information will be shared with treating physicians and staff in order improve quality of care. In order to effect psychiatric treatment, families and physicians need to be occasionally involved for patient safety. An example of this policy would be if a family member called Dr. Grace stating that the patient was acting in an unusual way that sounded like hypomania. If the patient were on lithium for bipolar disease, Dr. Grace would likely stress the importance of hydration with the medication the patient is on as well as provide the family member techniques in dealing with a hypomanic person, releasing the minimum required information to aid in the situation. Your safety is our number one priority. And our office, while valuing both, puts patient safety in emergency and crisis above privacy.
- Our office utilizes "Practice Fusion" for medical records. A summary of their privacy practices may be obtained at www.practicefusion.com

PRIOR AUTHORIZATION OF MEDICATIONS CAN TAKE A LOT OF TIME

Understand that prior authorizations for medications can take considerable time and many standard treatments that are considered appropriate are considered “off-label” by insurance companies and not covered.

You can ease this process by including a link to your formulary on your patient intakes forms or bringing in a hard copy for your appointments.

JOHN W.GRACE, M.D.,P.A.

THIRD PARTY PAPERWORK
FILLING OUT PAPERWORK IS A COMPLICATED PROCESS

When you ask us to sign a piece of paper you are asking for a medical opinion, an opinion we must be prepared to defend in a court of law.

A medical opinion is defined as :

"Statements from physicians and psychologists or other acceptable medical sources."

The opinion of a treating physician should be afforded substantial weight."

Hunter v. Astrue, 2009 U.S. Dist. LEXIS 92045 (D. Minn. Aug. 4, 2009)

What this means is not that you are asking us to simply sign a piece of paper (anymore than signing a deed to your house is simply a signature). You are asking us to commit ourselves to a position using our expertise that we are willing to defend in a court of law.

In these situations, we are obliged to review any paperwork very carefully. This involves time and perhaps additional testing. Insurances may not reimburse for this process and there may be substantial charges for it.

JOHN W.GRACE, M.D.,P.A.

It is the policy of John W. Grace, M.D. to submit any and all paperwork to our document review center. You may be required to provide more information. There is a \$50.00 charge for this process and it may take up to a week to return an answer. After reviewing the paperwork, several things may happen and you need to understand this before you start this process.

1. We may fill out the paperwork in a way that is detrimental to your position. This is particularly possible in cases of disability where there has been non-compliance (you haven't tried all options, taken medications, or come as frequently as we have suggested).

We have to be honest and forthright in our opinion. For instance a disability statement may read,

“Patient is complaining of symptoms of severity that would make work difficult.

However; it is difficult to say within medical certainty that the patient is unable to work solely from mental condition as he/she has missed several appointments and not tried several treatment modalities we have recommend. In addition there has been some use of alcohol despite our recommendations against such.”

In cases like this, our relationship may deteriorate and necessitate the need for a transition to another provider if you feel that we did not give you the answer you expected.

2. We may fill out paperwork in a way that is supportive but not necessarily conclusive. For instance, if you are asking for an emotional support animal, our opinion may be written as followed.

“Patient is suffering from a condition that would benefit from a support animal to prevent deterioration and provide structure. This does not preclude other options for support (friendships, etc).”

3. It may be filled out as is.

JOHN W.GRACE, M.D.,P.A.

4. There may be additional charges before it is filled out.
5. It may require a visit or additional procedures to fill it out.
6. We may not be able to be fill out at all.
7. We may require additional input from you and this input may not help the outcome in the way you desire.

Keep in mind when we fill out paperwork we may simply reference your medical records. There is no reason we should have to look through your medical records for the single piece of information that your attorney or insurance company is asking for.

Our records are kept using standards acceptable throughout the field. Our data presentation meets acceptable standards for the standard of care. If there is a fact or opinion required that is already located within your record then the answer to the question will simply be "see medical record." If there is an additional piece of information required, it will be provided.

Please keep in mind, we are not trying to make things difficult for our patients. Organizations exaggerate to you how easy it is for us to sign things and stand behind them. This process means so much more than "Just have your doctor sign this."

Dr. Grace's current forensic rate is \$350/hour for any document review, preparation, travel time, and testimony.

If deposition is required a half-day is blocked off with a retainer of \$1500 (in advance) that is forfeited unless the deposition is cancelled more than 1 week prior to deposition.

JOHN W.GRACE, M.D.,P.A.