



Frontline Mental Health Services Practice Policies

Welcome to Frontline Mental Health Services! Please familiarize yourself with the practice policies included in this document. Do not hesitate to reach out with questions, comments, or concerns.

Please Note: **We are 100% confidential and function 100% independently.** All information disclosed will be held confidential in accordance with the law in the District of Columbia. Please review Frontline Mental Health Services' Notice of Privacy Practices, available on www.frontlinemhs.com or via the Headway portal for the detailed policy on confidentiality and protected health information.

Frontline Mental Health Services reserves the right to review and revise office policies and associated fees at any time. Such revisions will be updated as needed and are effective immediately upon posting.

Appointments & Duration of Treatment

Appointments can be scheduled through the Headway link provided on the practice's website or via email communication. Frontline Mental Health Services recognizes that many healthcare workers, emergency responders, law enforcement officers, military personnel and their families often work non-traditional hours.

If you do not see a convenient appointment date/time available online please reach out via email, as the practice strives to accommodate unique schedule demands by offering alternative early morning/late evening appointment times.

All initial evaluations take place at our beautiful Washington, DC office. The first appointment is approximately in 60-90 minutes in length. All follow-up sessions are preferably conducted in office and range from 30-60 minutes, depending on the purpose and complexity of each session. Frequency of appointments is specific to each client's individual needs, ranging from weekly to every 90 days. Please note that any stimulant or other controlled substance prescriptions require an in-person visit bi-monthly. Telehealth services are offered on an as-needed basis for established patients and at the discretion of the psychiatric provider.

Insurance/Payment Options

Frontline Mental Health Services is credentialed and considered in-network for the following insurance providers: Cigna, Aetna, CareFirst BlueCross Blue Shield, UnitedHealthcare, Oxford, Oscar, Quest Behavioral Health, and CareFirst BlueCross BlueShield of Massachusetts. For benefit coverage questions, please call the customer/member service phone number on the back of your insurance card. Verification of benefit coverage is not a guarantee of claim payment. If using insurance, please make sure you create a Headway profile for billing purposes.

For those with an insurance carrier not listed above, Frontline Mental Health Services also offers the option to pay out-of-pocket and receive a superbill which you can use to submit to your carrier for reimbursement. Additionally, for those who desire ultimate discretion, Frontline Mental Health Services also offers fee-for-service appointments.

Full payment for service is due prior to the beginning of each visit. For those utilizing insurance, payments must be made via the Headway platform, which conveniently accepts debit/credit cards and ACH transfers. Fee-for-service and out-of-pocket payment options include cash, ApplePay, and Venmo (@frontlinemhs).



Missed Appointments & Cancellations

Maintaining appointments is the responsibility of the patient. If you need to cancel or reschedule your appointment, please do so via the Headway Calendar. Frontline Mental Health Services ensures availability for your behavioral health needs. However, to ensure fairness and availability for all patients, we have established certain cancellation policies. We recognize that unexpected situations can arise, but short-notice cancellations prevent us from offering that time to another patient in need.

For appointments that are *rescheduled less than 48 hours in an advance*, a fee of \$200 dollars will be charged. Appointment *no-shows and those cancelled less than 24 hours in advance*, a fee of \$350 dollars will be charged. If you join our session more than ten minutes after the scheduled start time, you will be responsible for the \$200 late cancellation fee and asked to reschedule.

Please understand that this policy is not meant to be punitive. As such, **patients are given one exception per year for a late cancellation or no-show**. Please note that charges for late cancellations or missed appointments are not eligible for insurance reimbursement.

Communication

If you need to get in contact between sessions for non-emergent issues, please utilize the secure patient portal or **send an email to lizc@frontlinemhs.com**. Communication via portal or email is typically reviewed and responded to within 24 hours. Frontline Mental Health Services is a small private practice and often not immediately available by phone. You are welcome to leave a message via secure voicemail and should receive a call back within 48 hours. **Please Note: Frontline Mental Health Services is not a 24/7 emergency psychiatric provider.** If you believe you are experiencing a medical or psychiatric emergency, please call 911 or go to your closest emergency room.

Additional 24/7 Mental Health Crisis Resources:

- Washington DC AccessHelpLine: 1-888-793-4357
- Washington DC Emergency Behavioral Services: 202-673-9319
- The 988 Suicide & Crisis Lifeline: 988
- Emergency Crisis Responder Text Line: Text BADGE to 741741
- Copline: 1-800-267-5463
- Firestrong: 1-844-525-3473
- Veteran's Crisis Line: 1-800-273-2855, Opt #1

Prescription Refills

If medication management is part of your treatment plan, your prescription will include enough medication until your next recommended follow-up appointment. It is your responsibility to schedule and attend follow-up appointments to ensure you do not run out of medications. In the event you need a refill between appointments, please contact your pharmacy directly to ensure there aren't additional refills on file. If you need a refill of your medication and there are zero refills remaining, please submit a request via patient portal. Please allow a minimum of 3 business days before you are out of medication. Refill requests will not be processed after hours or on holidays.

Laboratory Studies

Completion of necessary lab work may be required prior to initiating or continuing certain medications. Frontline Mental Health Services utilizes Rupa Health for all laboratory testing. In the event that lab work is a necessary component to your care, you will receive an email from Rupa Health inviting you to set up your patient profile.

Our practice also offers GenoMind testing, a pharmacogenomic test designed to analyze client's genetic variations to prevent multiple unnecessary med trials and provide targeted medication management by determining which medications may require dosage adjustments, are less likely to work, or have an increased risk of side effects. Please be advised that the fees incurred with laboratory work are not included in your visit charge and are your responsibility.

Telehealth Services

Frontline Mental Health Services utilizes a secure and encrypted video platform to provide remote mental health/psychiatric services to established patients as the prescribers discretion. The confidentiality laws that protect the privacy and confidentiality of medical information also apply to telehealth. All video sessions will be conducted through a secure and HIPPA complaint platform. Please do not record your sessions. Frontline Mental Health Services conducts all appointments in a secure and private location and expects the same of you. The environment should be free of other people, unless previously discussed and mutually agreed upon. You are responsible for the configuration of any electronic equipment used and responsible to ensure the proper function of all electronic equipment before your appointment. **You must also be located in the District of Columbia at the time of the appointment to be eligible for telehealth care.**

Professional Fees

- \$350 for initial psychiatric evaluation (60 minutes)
- \$425 for extended initial psychiatric evaluation (90 minutes)
- \$200 for extended follow-up appointments (35-60 minutes)
- \$150 for routine follow-up appointments (30 minutes)

Services provided outside of appointment times are billed at the normal rate for a clinical hour (\$350) and prorated in 15 minute increments (\$88). This includes letters, phone calls, consults with other providers, medication authorizations, completion of requested paperwork/documentation, and preparation of records or treatment summaries. A fee of \$25 will be charged for all medication refills completed outside of appointment time.

If you become involved in legal proceedings that require Frontline Mental Health Services participation, you will be expected to pay for all professional time including preparation, telephone time, travel, and preparation of records, at a rate of \$350 hour. If Frontline Mental Health Services is deposed or subpoenaed on your behalf and required to testify or appear in court, a fee of \$1400 for a half-day or \$2800 for a full-day, will be required.