

HEARTLIGHT HEALING ARTS

POLICIES AND PROCEDURES

Payment:

Payment for appointments is expected at the time of service. We accept cash, checks and Visa, Master Card or Discover credit cards.

Insurance:

Dr. Compart does not participate with any insurance plans. Payment is expected at the time of service. We do not file forms directly with insurance companies. We will provide you with invoices which include all standard information you will need to submit your claim directly to your insurance company (such as CPT codes, ICD-10 diagnoses and codes, etc.) Please be aware that some of the services provided may be “non-covered” services or not considered “reasonable and necessary” under your medical insurance. We are sometimes asked to provide E/M (evaluation and management) or diagnosis codes prior to appointments. While we may be able to give some information regarding likely E/M visit codes, we are not able to provide diagnosis codes in advance of appointments.

Cancellation policy:

When a patient cancels shortly before an appointment or is a “no show,” we miss the opportunity to provide care to other patients during that time slot. Therefore, appointments (in-office or phone appointments) must be cancelled 24 hours in advance. Cancellation needs to be done within 1 *business* day. For example, if your appointment is on Monday, the appointment would need to be canceled by the preceding Friday. Patients who do not cancel their appointments within this time period or who miss a scheduled appointment will be billed a \$50 missed appointment fee.

Office appointments:

Dr. Compart’s initial evaluation typically consists of 3 appointments. If substantive lab tests are ordered, a billable follow-up appointment will be necessary to review those results in detail. Subsequent routine follow-up appointments are generally done every 4 months, though frequency may vary depending on a patient’s individual needs.

Please see the section on our Admin page for details about how each appointment is done and current fees.

Phone appointments:

Payment must be made by credit card at the time of the appointment. The cost for the phone appointment is prorated based on Dr. Compart’s hourly rate. Please note that phone

appointments are generally not reimbursed by insurance, though you may check with your insurance company regarding their coverage policy.

E-mail:

Dr. Compart does communicate by e-mail. Please be aware that e-mail is not to be used for urgent or emergent issues. E-mail communication is viewed as billable time, as is an office visit or telephone consultation. Brief or infrequent e-mails may not be billed. However, frequent e-mails will be cumulative and may be billed on a monthly basis based on the time required to respond to your e-mails. Billing will be prorated based on Dr. Compart's hourly rate. Please note that e-mail correspondence is not covered by insurance.

Need for primary care physician:

Dr. Compart does not function as your child's primary care physician. Your child must have a primary care physician in order to be treated by Dr. Compart. Dr. Compart functions as a specialty physician. She is glad to work in conjunction with your primary care provider in order to coordinate and facilitate your child's care

I have read and understand HeartLight Healing Arts' policies and procedures and am in agreement with the above.

Patient's name (Printed)

Signature of patient (or parent/legal guardian)

Parent/Legal Guardian Name (Printed)

Date