

# JERSEY MEDICAL CARE

## COMPASSIONATE MENTAL HEALTH

Thank you for partnering with our practice to continue embarking on your journey of mental wellness. Our mission at [Jersey Medical Care](#) is to encourage your goals, inspire your perspectives, and contribute to the quality of life you deserve to live. Below is a copy of our office policies that you have signed in our office.

In the event you require further clarification or to see the [fee schedule](#) for services provided in our office, you may find more information within our Patient Handbook [here](#).

If you need to reach the front desk, please text or call:  
732-707-4100 x 100.

### IN CASE OF EMERGENCY OR CRISIS

If you feel that you are in danger to yourself, or other people, YOU ARE IN CRISIS, please dial 988, 911, or go to the nearest emergency room.

If a clinician believes you are in crisis during a virtual session, a mobile crisis team, emergency services, or an ambulance may be called to your home for further assessment and possible transport to the hospital for further evaluation and treatment determination.

### YOUR PRIVACY DURING APPOINTMENTS

To protect your privacy, another person cannot be in the room during a telehealth appointment unless a HIPAA form with a written request dated within the last 365 days is in your file. Exceptions may be made for patients under the age of 18.

Virtual appointments cannot be conducted while in a moving vehicle or in a public area due to privacy and safety concerns.

A missed appointment fee of \$75 will apply if this occurs.

# JERSEY MEDICAL CARE

## COMPASSIONATE MENTAL HEALTH

### APPROVED REFILLS

Medication refills are not provided if you miss an appointment or cancel it without proper notice. Sending prescriptions without seeing our patients is against our treatment values and in certain cases against the law.

If your clinician approves a prescription refill until your next scheduled appointment, only a partial refill will be provided.

Your prescribing clinician does not have the capacity to assume responsibility for lack of planning. All valid refill requests must be submitted at least 5 business days prior to running out. All refills will be reported to insurance and annotated in your chart.

Rush requests with less than 5 day notice will incur a processing fee.

### SCHEDULING APPOINTMENTS

We understand that your time is valuable and strive to provide you with timely and effective care. In our effort of uninterrupted efficiency, we ask that you schedule all appointments 2-4 weeks in advance.

Emergency appointments may not be available.

Your clinician's calendar does not account for unscheduled conversations to answer questions regarding treatment plans or medication concerns. If you have a question after your appointment, you must contact the front desk and request a phone call when time permits. Please do NOT contact your clinician directly.

By law, all conversations with a clinician must be documented in your official record and reported to the insurance company on file. If you are a self-pay client, a \$3 per minute fee will be applied to your account for any unscheduled communication.

# JERSEY MEDICAL CARE

## COMPASSIONATE MENTAL HEALTH

To schedule an appointment, please send a text to 732-707-4100 with your first name, availability, and the provider you see.

If your clinician more than 10 minutes late, please immediately call our front desk team at 732-707-4100 x 100.

### CANCELLING APPOINTMENTS

We kindly ask that you provide us with at least 24 hours' notice if you need to cancel or reschedule your appointment.

We understand that emergencies come up and are happy to work with you to reschedule your appointment at your clinician's next open availability.

In the event you are unable to give us sufficient notice and you need to cancel your one (1) hour intake appointment with less than 24 hours' notice, please note that we will need to charge a \$175 late cancellation fee to cover the time that our clinician lost. This fee applies regardless of future scheduling. All follow-up appointments that are cancelled with less than 24 hours' notice incur a \$75 late cancellation fee to cover time lost.

We appreciate your understanding and cooperation in this matter, as it helps us to provide the best possible care for you.

### APPOINTMENTS FOR MINORS

If we are treating a minor under the age of 18, a parent or legal guardian must be accessible to the clinician during all appointments.

# JERSEY MEDICAL CARE

## COMPASSIONATE MENTAL HEALTH

All minors that present to an appointment without an adult will be marked as "No Show" and rescheduled for the clinician's next available appointment. A \$75 fee will apply for missing the original appointment.

### HIGHER LEVEL OF CARE REFERRALS

During an evaluation, your clinician may determine that you require a higher level of care. To learn more about the different levels of care in mental health, please review the [Levels of Care resource](#) on our website.

Higher Level of Care referrals are provided with a 7-day supply of medication until you present corroboration of scheduling an intake with higher level facility.

If the appointment is not scheduled within 7 days, you will be discharged and referred for a second opinion with an outside clinician.

An additional 30-day supply of refills will be provided for medications your clinician requires you to continue taking until you see your new clinician.

### FINANCIAL TRANSPARENCY

Our entire team at Jersey Medical Care is committed to providing you with high-quality care in a supportive environment. To ensure that we can continue to do so, we kindly ask that all financial obligations are taken care of prior to your appointment with your clinician.

If our billing team identifies that your payment information is outdated on the day of your appointment, we will notify you by email and SMS. If we do not receive a response from you, we will need to cancel your appointment and mark it as a 'Late Cancellation' until your payment information is updated. Your cooperation in this matter helps us to provide the best possible care for you.

# JERSEY MEDICAL CARE

## COMPASSIONATE MENTAL HEALTH

### PAPERWORK | FORMS | LETTERS | RECORDS

At times, you may require our team to fill out or notarize paperwork, such as letters, forms, or multi-page questionnaires. Please note that your insurance does not reimburse our office for clerical services, and as such, all letters, forms, and clerical requests will incur a fee.

To request paperwork services from our practice, we kindly ask that you notify our front desk and fill out the Letter Request and HIPAA Release forms.

We require five (5) business days to process your request, so please plan accordingly.

To ensure transparency, we have included a fee schedule for all clerical services in the Patient Handbook, which you can find [here](#). Please review the fee schedule before submitting your request to avoid any confusion. Your paperwork fee is due prior to the release of your document, and we regret that we cannot make exceptions.

We understand that requesting medical records can be a sensitive matter, and we take your privacy seriously. Please be assured that we adhere to all Federal laws and regulations regarding record requests and release only the records from the last seven (7) years, within the allowed window of 30 days after we receive a signed HIPAA Request form. To cover the processing costs of record requests, we charge a \$1/page processing fee, as allowed under HIPAA.

### LAB WORK | GENETIC TESTING | URINE DRUG SCREENS

In the event a clinician refers you for bloodwork or requests a mandatory urine drug screen, your lab referral slip will be sent to your email unless otherwise requested.

# JERSEY MEDICAL CARE

## COMPASSIONATE MENTAL HEALTH

Please print and present your lab referral slip to a lab in-network with your insurance. Once our office receives the results of your lab work, you may be asked to schedule a lab review appointment, separate from a refill appointment you may have scheduled.

Urine Drug Screens are administered at the discretion of your prescribing clinician and are mandatory for any patient currently being prescribed a controlled substance. Failure to comply with this mandatory lab request within 30 days of notice, will result in the potential termination of your controlled prescription and the care you receive in our office.

Jersey Medical Care is proud to be a Registered Genesight Provider. This means that our clinicians can order genetic testing to aid them in analyzing how your genes may affect your outcomes with medications commonly prescribed to treat depression, anxiety, ADHD, and other mental health conditions. **It's important to note** that while Genesight can provide valuable information for our clinicians, it is not mandatory and may not be covered by your insurance. We encourage you to learn more about this option by contacting the lab and your insurance directly.

By reviewing the [Jersey Medical Care](#) Policies and partnering with our team, you are helping our family-owned business continue providing efficient holistic evidence based psychiatric care to the communities we serve.



Scan QR Code to see our NEW  
interactive handbook.

# JERSEY MEDICAL CARE

## COMPASSIONATE MENTAL HEALTH

### FINANCIAL OBLIGATIONS

Jersey Medical Care aims to make mental healthcare affordable by credentialing all clinicians as in-network with most major insurance companies.

To continue providing efficient and effective healthcare services, we implemented fees for non-billable requests such as letters, forms, and phone calls from clinicians between appointments.

[Our fee schedule can be found inside our new Interactive Patient Handbook.](#)

The following information will inform you on how to remain informed about our financial processes and requirements.

- Having an active, valid credit card on file is required to receive services at our office. Each form of payment requires a credit card authorization form to be on file.
- Your credit card information is securely stored in our HIPAA Compliant practice management system with access given strictly to the billing professional on our staff.
- Before disputing your card with your credit card company, we ask that you inquire about your charge with our billing team. We make it an effort to partner and find resolution with our clients.
- Credits on your account after insurance adjustment will be returned to the initial payment method on file upon request.

# JERSEY MEDICAL CARE

## COMPASSIONATE MENTAL HEALTH

- In the event your patient provider relationship is terminated, your card will ONLY be kept on file until your previous financial obligations for services rendered are satisfied.

- All Patient Responsibility portions of your visits are collected the morning of your appointment and are due prior to your visit.

- Declined payments will result in your appointment being marked as late cancelled resulting in a fee.

- All financial information about your visits can be found on our Patient Portal.

- Statements on patient accounts are reviewed and delivered via email and SMS bi-weekly.

- All accounts with past due balances of 90+ days will be de-activated and referred to a legal collections' agency.

We know insurance is not always straightforward. Our billing team is ready to help you. Call or send a text message to 732-707-4100 with any questions.