



**Igor Epstein, DO**

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### **Treatment Policies and Care Agreement**

Thank you for your interest in pursuing assessment and treatment with Trillium Psychiatry, PLLC. Hopefully, this document will address some of your initial questions about the practice. You are welcome to discuss any aspect of this information during our meetings, as this is an important part of providing uncompromising care.

Please read these policies carefully. Your signature at the end will indicate an acceptance of these policies.

#### **Services and Rates**

At Trillium Psychiatry we offer psychotherapy and psychopharmacology services to adults 18 years of age or older.

An initial evaluation/consultation usually consists of one or two 60-90 min sessions. At the end of the evaluation/consultation, a treatment plan will be made and recommendations provided. Dr. Epstein may request follow-up sessions or laboratory testing prior to the prescribing of a new medication. If you are transferring your care from another clinician, please be aware that Dr. Epstein does not provide refill medications on your first evaluation/consultation visit. If it is determined that Dr. Epstein is not a good fit as your treatment provider, referral suggestions will be provided for you.

We routinely recommend involving family members in treatment and we welcome collaboration with your other providers when appropriate.

In general patients are scheduled for 45-minute psychotherapy with or without medication management or 20-minute follow-up medication visits. An initial evaluation/consultation (60-90 min) charge is \$500. Follow-up psychotherapy session (45 min) is \$325 and medication visit (20 min) is \$250.

All clinical issues shall be discussed during scheduled appointments. The Practice does bill for clinical phone calls over 3 minutes duration at the rate of \$150 per 15 minutes. You will not be billed for phone calls relating to medication refill requests, scheduling, billing, or other non-clinical questions. You may be billed for services such as letter preparation, clinical phone calls, and clinical emails.

#### **Health Insurance**

Dr. Epstein is an in-network provider with CDPHP Commercial plans only. Upon verification of your health plan/insurance coverage and policy limits, your insurance carrier will be billed for your treatment and your physician will be paid directly by the carrier. You will be responsible for any applicable deductibles, co-payments and/or co-insurance at the time of service. If you are not eligible for insurance coverage at the time the services are rendered, you will be responsible for the full payment.

As "out of network" providers we do not participate with any other insurance plans, which may include Medicaid, commercial, or no insurance. We do not work with Medicare patients.

You might get reimbursed in part by your insurance company as some plans have "out of network" benefits. Dr. Epstein could provide you with an itemized billing receipt with appropriate treatment and diagnostic codes for you to submit to your insurance company. We advise you to check with your insurance company prior to your first visit to inquire whether your treatment is covered and whether there is a deductible. Certain fees are generally not covered by insurance companies including collateral work or missed appointment fees, and services the insurance carrier determines as medically unnecessary.

#### **Payments**

Payment in full is due at the time of any visit. At Trillium Psychiatry we accept cash, check, or credit card payments. A \$40 fee is charged for returned checks. Unless arrangements are made for a payment plan, all accounts that are outstanding for more than 90 days will be sent to the collection agency.

**Arrival, Missed Appointments and Cancellation Policy**

Your appointment time has been set specifically for you. We make every effort to be fully available during that time. If you arrive late you will be seen for the appointment time remaining. Once your appointment is scheduled, at least 2 business days advance notice of cancellation is expected. Both telephone and email are acceptable ways to alert us of a cancellation. Business hours are Monday through Friday 9am-5pm except national holidays. Refer to Missed Appointment Policy for the fees schedule. Exceptions to the cancellation policy are official snow emergencies/public safety warnings. A fee reduction might be made to appointment missed due to illness or emergencies. Upon mutual agreement we might have a session via teleconference or by telephone.

**Contacting Us**

At Trillium Psychiatry we collect voice messages daily Monday through Friday. Every effort is made to return your call the same day and you can expect most calls returned within 2 business days. Please be aware that we do not routinely retrieve phone messages on evenings, weekends, or holidays. When we are unavailable for extended times (i.e. vacation, conference, illness, etc.) coverage is provided.

If you have an emergency that requires immediate attention you will be responsible for calling your local Crisis line or 988. Alternatively, you could go to your nearest emergency room or call 911.

Please be aware that telephone or email is an unsecure way of communication. Secure teleconference software is available upon advance mutual agreement.

**Medication Policy**

The best time to get a medication refill is at your appointment. If you do not have enough medication to cover you until our next session, please leave a detailed message including your name and date of birth, the name of the medication, the dose and frequency you take the medication, your pharmacy and pharmacy phone number, and a number where you can be reached. Please allow 3 - 4 days business days for the medication to be filled. In some instances you will be provided with a refill, while in others, you will be provided with enough medications to last until the next session. This is meant to assure safe and effective use of medications. Also, please be advised that controlled substances such as stimulants, benzodiazepines, opiates, or sleep aids will not be refilled early under any circumstances. Misrepresentation about or misuse of controlled substances may be cause for patient discharge.

**Confidentiality**

Confidentiality is a cornerstone of mental health treatment and is protected by law. Exceptions to doctor-patient confidentiality include potential for harm to oneself or others, suspicion of child or elder abuse, or abuse of persons with mental retardation, or if a subpoena is issued. If insurance reimbursement is pursued, these companies often require information about diagnosis, treatment type, and other important information as a condition of your insurance coverage. Please, refer to notice of privacy practices for complete information.

**Insurance Patients:** I hereby authorize Trillium Psychiatry, PLLC and its employees to release any/all medical information necessary to process claim(s) to my insurance carrier(s). I irrevocably authorize the insurance carrier(s) to assign all benefits/payments directly to Trillium Psychiatry, PLLC. I understand that I am financially responsible for all charges whether or not my insurance covers those charges.

**Agreement to Financial and Office Policies**

I have read and understand the policies stated above and I agree to accept full responsibility as described. I attest that I am not covered under Medicare. I will notify the practice immediately if this changes. Additionally, I have received copy of the HIPAA Notice of Privacy.

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Patient Signature

Printed Name

Date