

Professional and Payment Policy

Appointment and Procedure Scheduling:

Once an appointment is scheduled, you will be expected to pay for it in full, unless you provide 48 hours advance notice of cancellation. Most insurance companies will not reimburse you for missed sessions. Cancellation must be made by phone and Monday appointments must be cancelled by 3 pm Friday.

Contacting Me:

If you need to contact me between appointments, the best way to do so is through the patient portal. Second best is by telephone at 404-471-3898. Other than by prior arrangement, I am not immediately available by telephone. However, I will make every effort to return phone calls within 24 hours except when you have been notified that I will be out of town or otherwise unavailable and barring personal emergency. If you feel that you cannot wait for me to return your call, please contact your primary care provider or the emergency room at the nearest hospital and ask for the psychiatrist on call. If I am going to be unavailable for an extended period of time, I will let you know in advance and will, if requested, provide you with the name of a trusted colleague whom you can contact during my absence if necessary. Please do not use messaging on Social Networking sites such as Twitter, Facebook, or LinkedIn to contact me. Otherwise, direct email at nathanskoller@melody-medical.com is third best for quick, administrative issues such as changing appointment times but please be aware that email is also not a secure medium and I cannot ensure its confidentiality. Sometimes patients text to request an appointment time or to say they are running late to an appointment. Please know that, again, text isn't always secure. I am okay with brief texts only related to your appointment time, should you choose to do so.

Professional Fees:

Self-pay fees are payable at the end each appointment. A payment method will be asked to be kept on file for automatic payments of you bill, but automatic payments are not required. Fees for each service provided are listed on the website www.melody-medical.com. Any other professional services you may require outside of standard services outlined on the above website, \$200 per hour will be charged on a prorated basis. These additional professional services include but are not limited to report or

letter writing, telephone conversations that last longer than 10 minutes, or preparation of records or treatment summaries.

Insurance Reimbursement:

Usually, health insurance policies provide some coverage for mental health treatment. However, you, not your insurance company, are responsible for full payment of the fee for services. Therefore, it is very important that you find out exactly what mental health services your insurance policy covers, and whether preauthorization or pre-certification is required. I am not on the panels of any managed care network, which means that I will be an out of network provider. If you plan to file for reimbursement for services provided, you should inquire about the reimbursement benefits and procedures for providers who are out of network. I am not able to file claims with your insurer for you, but I can provide you with billing statements upon request to facilitate filing. Unless we have worked out a prior arrangement, I ask that you pay me for services at the time that they are provided and then submit claims you might choose to in order to be reimbursed. You should also be aware that most insurance agreements require you to authorize me to provide a clinical diagnosis, and sometimes additional information such as a treatment plan, a treatment summary or, in rare cases, a copy of the entire record. This information will become part of the insurance company files. Although insurance companies claim to keep such information confidential, I cannot guarantee that this will be the case.