

## Financial Terms & Cancellation Policy - 2019

### Notice of Financial Terms

#### General Terms:

Trinergy is a 'Direct Pay' clinic (cash based practice). Trinergy's Medical Director, Dr Aruna Tummala, does not accept any health insurance for her work at Trinergy Center for Integrative Psychiatry. She becomes, by default, an out of network provider for all insurance companies. Patients are provided with invoices (with all the requisite information typically requested by insurance companies) to submit to their insurance company for reimbursement. Insurance reimbursement depends on individual patients' policy terms. Dr Tummala is not responsible for filing or ensuring insurance reimbursements. Please check with your insurance company before making an appointment.

#### Medicare and Medicaid Patients

Dr. Tummala is not accepting payments from Medicare or Medicaid at this time. However, Dr. Tummala can provide services to Medicare/medicaid patients on a private pay basis. This means that Medicare/Medicaid will not reimburse the patient, nor pay Dr. Tummala. However, in order to accomplish this, the patient will have to sign a waiver stating that they will not seek reimbursement from Medicare/Medicaid for services provided at Trinergy Health.

#### Evening and Weekend Appointments:

In recognition of patients' work/life schedules, Dr Tummala has expanded her availability to include evenings (5pm to 7pm) and Saturday mornings (9am to 1pm). Please note that these appointments are charged an extra \$100.00 (for initial consultation and 50min follow up session) and an extra \$50.00 (for the 25min follow up session) in addition to the regular price. Please see below for pricing structure.

#### Payment Policy:

Payment is due in full prior to, or, at the time of service via cash or Debit/Credit Card. Checks may be accepted on an individual basis (Patients will be charged \$35.00 for any returned check). We require your credit card information at the time of scheduling your first appointment. The credit card will be charged the full amount of the initial consultation (\$350) at the time of scheduling the appointment. Valid credit card information will be kept on file to use for all appointments, and will need to be periodically updated. All payments for services are made through a secure online system that is integrated with the health record. We also accept HSA (health savings account) or FSA (Flexible Spending Account) cards as well.

#### Pricing information:

##### 90 - 120 min Initial Integrative Psychiatric Evaluation:

60-75min with Dr Tummala and complimentary 20-30 minute wellness consultation with Vaidya (Ayurveda doctor) Sunita Pandey: \$350.00. For new patients who want to schedule

this initial appointment, full payment is required at the time of scheduling the appointment. Cancellation with refund; or rescheduling (once) of this initial appointment is allowed only with 48-hour notice (excluding holidays and weekends) as per our cancellation policy. This payment is non-refundable for no-shows.

**Follow-up visits: Patients can choose from 2 different options. Please indicate your preferred option by checking one option in this document. If unchecked, the default option is the pay-as-you-go program.**

**1. Pay-as-you-go Program:**

In this model, there is no monthly fee or commitment. Patients pay for the service received.

50 min Follow Up Session: \$350.00;

25 min Follow Up Session: \$175.00

**2. Nurture Plus (Membership) Program: \$150.00 per month with Minimum 12-month enrollment.\***

Valid credit-card information is maintained/updated during the life of the membership. After enrollment, 3rd day of every month, the credit card is charged the full monthly payment\*\*\*\*. This \$150 is applied to the first 30 min session of the month. Any additional sessions in the same month are charged \$150 for every 30 minutes. So, there is no additional fee to the membership. Instead, patients receive discounted pricing and other benefits (see below). Dr Tummala is looking for consistency and commitment because only then can she help her patients make meaningful changes in their lives for the healing process to take root and sustain itself.

**Benefits of the membership:**

1. Discounted pricing for the sessions with Dr Tummala as mentioned above.
2. 10% discount for cooking class held typically every month (except November and December).
3. Member receive 10% discount for (only) Panchakarma (detox) therapy available at Trinergy Ayurveda Wellness and spa.\*\*
4. Members of both Trinergy Psychiatry and Trinergy Ayurveda receive 15% discount for Panchakarma therapy.
5. Complimentary access to the organic herb garden located on the premises. Members are welcome to spend therapeutic time in the garden tending to the plants and spending time with nature and also partake in the bounty for no cost.

\*Insurance companies will typically not reimburse medical membership fees. But at

Trinergy, every month's membership fee is associated with a "visit", hence the fees should be submitted to insurance companies for reimbursement.

\*\*Please note that deals and promotions cannot be combined.

\*\*\*Phone sessions and Tele-psychiatry sessions are offered at this time for patients residing in Wisconsin and for patients temporarily traveling outside of the state or country. The charges will be the same as for in-person sessions.

\*\*\*\*Early termination of membership charges: If a membership is canceled by patient within 6 months of enrollment, a one time early termination fee of \$300 is required. If membership is canceled after 6 months of enrollment by patient, a one time early termination fee of \$150 is required. Sometimes, memberships may be paused or canceled by mutual (patient and Dr Tummala's agreement). In such instances, no early termination fees are applied.

**No Show/Cancellation Policy:**

When you make an appointment, we are reserving time in our clinician's schedule that is no longer available to other patients. If you are unable to make it to an appointment, Trinergy Center requires that you cancel (or re-schedule) your appointment at least 48 hours in advance (excluding weekends and holidays). If you cancel an appointment with less than 48-hour notice or fail to appear in a timely fashion for an appointment, Trinergy Center will charge the patient the full appointment fee. This applies to new patients as well. Failure to show for your appointments (or violation of this cancellation policy) on two or more than two consecutive occasions can be grounds for discharge from the clinic. Note that the cancellation fee may be waived in special circumstances, determined on an individual basis (eg: medical emergency- patients may be asked to provide documentation for the same).

Similarly, late arrivals can create scheduling problems with other patients. If you are running late, please let us know as soon as possible. If you are late by more than 15 min, Dr. Tummala may see you for the remaining time and still charge you for the full time of the appointment.

Please indicate your choice of Follow Up program \*  Pay-as-you-go program  Nurture plus program

Has anyone else helped you with completion of this document? If yes, please answer the question below.  Yes  No

\*

If yes to question above, please state the name and relationship of the person who helped you fill this document.

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**Trinergy Center for Integrative  
Psychiatry**

12800 W National Ave,  
New Berlin, WI 53151

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**By signing below, you attest that you (or your parent/guradian) have received, read, understood and agree to abide by the above policies.**

**PATIENT (OR PARENT/GUARDIAN)**

**SIGNATURE :**

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**DATE:**

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