

Financial Terms/No-Show/Cancelation Policy - 2022

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. She is opted out of Medicare. 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. Of late, unfortunately her prescriptions are not being recognized by Medicaid insurance. Which means patients will be forced to pay out of pocket for any prescriptions or seek a provider who accepts Medicaid.

After hours and Weekend Appointments:

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

Payment Policy for initial integrative psychiatry consultation:

For your comprehensive initial integrative psychiatry consultation, payment is due in full prior to the appointment via debit/credit Card. Valid credit/debit 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 our electronic health record. We accept HSA (health savings account), FSA (Flexible Spending Account) cards and most credit/debit cards.

The initial consultation is a 90 min appointment. It includes a 30 min consultation with Vaidya Pandey and a 60 min consultation with Dr Tummala. Your investment is \$400 for this comprehensive appointment. A non-refundable fee of \$100.00 will be charged on your credit card at time of scheduling your initial consultation, which is applied to the total cost of \$400. Cancellation of appointment for any reason will result in forfeiture of this non-refundable \$100.00. 48 hours prior to your appointment (with either Vaidya Pandey or Dr Tummala), the remainder of \$300 will be charged on your credit card. If you wish to cancel your appointment, please do so well in advance of the 48 hours notice, before we charge the remaining \$300 on your credit card. Cancellation with less than 48 hours notice and without valid reasons (eg: an emergency that makes it physically impossible for you to attend the appointment) will result in forfeiture of the full \$400. Rescheduling (without additional cost) of this initial appointment will be allowed once in case of exceptional or emergency situations.

Appointments cancelled in line with our cancellation policy are eligible for refund minus a 6% CC processing fee. We understand that schedule changes sometimes are needed and so we encourage our clients to consider re-scheduling rather than canceling their appointments.

Pricing schedule for follow up appointments: These payments are due at time of service.

Follow-up visits: Sessions are charged based on duration of appointment. 2 types of sessions are available. 25 min session and 50 min session. If the session extends beyond the scheduled time, then patients are charged in 10 min increments. 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: \$399.00

25 min Follow Up Session: \$199.00.

For every additional 10 min extension of the session, patients pay: \$67.00

2. Nurture Plus (Membership) Program: \$165.00 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 \$165 is applied to the first 25 min session of the month.

Any additional sessions in the same month are charged \$165 for every 25 minutes. The membership provides patients discounted pricing that is locked in for 12 months. There are additional benefits to being a member (see below).

For every additional 10 min extension of the original scheduled session, patients pay: \$55.00.

With this membership program, Dr Tummala is looking for consistency and commitment because only then can she help her patients make meaningful changes in their lives for life's healing process to take root and sustain itself. Most patients typically require 2 years of consistent treatment time with Dr Tummala to regain their health and wellbeing.

Benefits of the membership:

1. Discounted pricing for the sessions with Dr Tummala as mentioned above.
2. Members receive 5% discount for (only) Panchakarma (detox) therapy available at Trinergy Ayurveda Wellness and spa.**
3. Members of both Trinergy Psychiatry and Trinergy Ayurveda receive 10% discount for Panchakarma therapy.
4. 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.
5. Additional 5% discount on monthly promotions offered by Trinergy Ayurveda Spa.

*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. If you miss an appointment in a given month, please be aware that Dr Tummala will be unable to provide additional session in the following month as her schedule is very busy.

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

***Phone sessions and Tele-psychiatry sessions are offered at this time. The charges will be the same as for in-person sessions.

****Early termination of membership charges: If a membership is canceled by patient for any reason; a one time early termination fee of \$330 is charged on the credit card. 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/Refund 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.

Appointments cancelled in line with our cancellation policy are eligible for refund minus a 6% CC processing fee. We understand that schedule changes sometimes are needed and so we encourage our clients to consider re-scheduling rather than canceling their appointments.

Refund for Supplements:

Supplements once sold will be accepted for refund only if unopened and intact with the original seal. Please note the refund will be offered minus a 6% CC processing fee.

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.

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 *

DATE: *
