

**UPDATED OFFICE POLICY CONTRACT**

UPDATED 170421

Dear Patient:

We have updated our Office Policies and Fee Schedule. Please *carefully* read through the following and initial and sign where indicated.

Please note, we have changed our Convenience Fee Policy. This is due to the overwhelming volume of phone calls, emails and questions our office receives each day. Over the last few years, the cost of processing the calls, emails, questions and medical record requests has become unsustainable, thus in order for my office to remain in operation we have had to implement stricter guidelines and policies which are outlined in detail on the following two pages.

We deeply care about each of our 1,000+ patients and hope that these changes will help us continue to provide exceptional care to everyone. We value you as our patient and look forward to continuing to serve you in your journey towards wellness.

Thank you,

Todd Mangum, M.D., PC

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**EMERGENCY COVERAGE:** In case of emergency, **GO TO YOUR LOCAL HOSPITAL EMERGENCY ROOM, THE CRISIS UNIT OF YOUR LOCAL MENTAL HEALTH CENTER, OR DIAL 911.** Please be advised, our office does NOT handle urgent or emergency care and we do not check messages after hours or on weekends.

**PATIENT INITIALS:** \_\_\_\_\_

**INSURANCE COVERAGE:** DR. MANGUM IS NOT A LISTED PROVIDER WITH ANY INSURANCE COMPANY. Some insurance companies, however, do cover our services as an Out-of-Network provider. We will generate a "Super Bill" receipt at the end of your visit, which you can send to your insurance company for possible reimbursement. This Super Bill can also be kept as proof of services for those who pay with an HSA and for those who kept track of their medical expenses for tax purposes.

**IF YOU HAVE INSURANCE COVERAGE** your first step is to determine whether your plan has any Out-of-Network benefits. We strongly advise you call your insurance company prior to your visit to find out more. When you call your insurance company please tell them the following: (1) you are coming in for a Comprehensive First Visit; (2) Dr. Mangum is an OUT-OF-NETWORK Provider; and (3) the billing code for the standard 90-minute visit is 99204.

As a courtesy, our office provides copies of the Patient Check Out sheet, lab results and Super Bill when you check out. Please create a file and keep track of all these copies from our office as there will be a charge for duplicates. Remember, your insurance coverage is a contract between you and your insurance carrier. If your insurance company requests additional information from our office to process your claim you will be responsible for additional fees. The cost for both processing the insurance claims and creating duplicates will be dependent upon the time required as per our Convenience Fees.

**MEDICARE OR MEDICAID:** Dr. Mangum is NOT a provider for Medicare or Medicaid, therefore, you cannot submit a Super Bill to them or to your supplemental insurance, if you have one. Medicare and Medicaid, however, often cover some blood work and other labs ordered by our office. Medicare/Medicaid patients must sign an ABN in addition to this contract.

**LAB WORK INFORMATION:** If you have insurance it is essential you determine what lab is In-Network or preferred by your insurance company **PRIOR** to your visit with Dr. Mangum. It is also important to determine the amount of your deductible, if your plan covers labs before or after your deductible is met and whether you have a co-insurance or co-pay, and what that amount is. You may need to call your insurance company to find out all this specific information; **our office cannot answer these questions for you.** Finding out this information ahead of time can potentially save you a significant amount of time and money.

**FOR PATIENTS WITHOUT INSURANCE, OR THOSE WHO HAVE HIGH DEDUCTIBLES, WE RECOMMEND YOU USE THE PRE-PAID OPTION FOR BLOOD WORK THROUGH OUR OFFICE WHICH CAN RESULT IN SUBSTANTIAL SAVINGS FOR YOU.** The cost for these labs will vary based on which labs are ordered. If you opt to use the pre-pay system, we will tell you the cost of your labs at checkout. You will be expected to pay for these labs prior to receiving the lab requisition. (If you have a phone appointment, lab requisitions will be held until payment has been received.) Pre-paid labs are NOT eligible for reimbursement by insurance companies.

**PHONE MESSAGE POLICY:** While we do our best to answer every call, with an extremely busy office, patients often need to leave a voicemail message. **It may take 1-2 business days for us to get back to you. Do NOT leave multiple messages.** Multiple messages from the same patient bog down our system and delay our ability to promptly respond even further.

**FEES AND BILLING:** OUR PAYMENT POLICY IS FEE-FOR SERVICE. Payment in full is due at the time of your visit.

<b>FEE SCHEDULE</b>	<b>LENGTH OF VISIT</b>	<b>FEE SCHEDULE EFFECTIVE MARCH 15, 2016</b>
Comprehensive Follow Up Consultation	45 min.	\$175
Follow-Up Consultation	30 min.	\$135
Follow-Up Consultation	15 min. & UNDER	\$90
Follow-Up Consultation	10 min. & UNDER	\$65
Established Patient Acupuncture	45 min.	\$175
Extended Comprehensive Follow-up—NEW	60 min.	\$225

NOTE: A credit card is required at the time an appointment is made. To ensure the credit card number is accurate and the card is valid, we will run a \$1 fee at the time of booking. This card will be charged for missed appointments based on our Cancellation & Late Arrival Policy detailed below. The reason for this is to ensure patients call and notify our office in a timely fashion and to cover the expense of those who “no show.”

**CANCELLATION & LATE ARRIVAL POLICY:** Please be aware, Dr. Mangum does not overbook or double book appointments. In order to fill and accommodate those on the waiting list, we appreciate ample notification when rescheduling or canceling an appointment. It is important to us that you acknowledge our cancellation policy. Your initials and signature below indicate your acknowledgement and acceptance of our Cancellation & Late Arrival Policy.

**PLEASE BE ADVISED:**

“Sufficient Notice” of appointment cancellation is 24 hours or more = NO charge.  
For those with the courtesy of calling to cancel their appointment less than 24 hours in advance,  
Dr. Mangum will split the cost of your missed appointment, a 50% charge.  
**No shows will be billed 100%.**

Patients calling to cancel their appointment after the beginning of their scheduled appointment time, or patients arriving thirty (30) minutes or more late to their appointment, will be considered a “no show” and billed at 100%.  
The thirty-minute rule applies even if you call to let the office know you are running late.  
It is not possible for the doctor to cover everything required in a shortened appointment.

**OUR CANCELLATION & LATE ARRIVAL POLICY APPLIES TO ALL PATIENTS, INCLUDING FIRST TIME PATIENT VISITS.  
This Policy applies regardless of the reason for your cancellation.**

**PATIENT INITIALS:** \_\_\_\_\_

**ADDITIONAL COSTS:** Additional costs during your visit may include items available in our Supplement & Herbal Pharmacy (such as: vitamins, nutritional supplements, Chinese and Western herbs) and lab fees if choosing the pre-pay option. These items are not reimbursable by insurance, but an HSA or flex-spending account may be used to cover the cost of these expenses, in addition to the cost of your visit. This receipt can also be kept to track medical expenses for tax purposes.

Costs beyond the first appointment may include: additional supplements purchased from our online partners or your favorite health food or high-quality supplement retailer, and any lab tests that will be paid for at the time they are completed such as saliva, stool, urine or hair analysis.

**PHONE APPOINTMENTS:** Phone appointments are available for follow-up consultations for out-of-town patients or in special circumstances. Phone appointments are made like regular appointments and will be billed at the same fee schedule listed above. For phone appointments, we will call you at your scheduled appointment time. If it's long distance, we will then hang up and you will call our office back. NOTE: You will need to provide a credit card number prior to your phone appointment, which will be charged following your appointment. Our Cancellation & Late Policy apply to phone appointments as well.

**CONVENIENCE FEES:** These fees apply **whenever** a patient calls, emails or shows up at the office with a question outside of a scheduled appointment. The cost for this is \$40 for five (5) minutes or less, \$80 for ten (10) minutes or less and \$120 for fifteen (15) minutes or less. This covers the time spent by the doctor and staff to review charts or records, make an assessment, answer questions, complete forms, change a prescription, etc. The convenience fee can save the patient from having to come in when they require only slight adjustments and may also allow something to be completed sooner than an appointment may be available. If you have a questions about convenience fees, please ask (this question is free :).

**CONFIDENTIALITY:** Professional ethics as well as the laws of the State of Utah require that we honor your right to privacy and the confidentiality of our work together. We will not provide information about you to others without your informed consent and written permission. We are, however, required by law, to report clear and present danger to human life and any form of child abuse. You will be given a HIPPA form that must also be signed.

**I have read the above and agree to follow the parameters of this contract.**

**Patient Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_