



## Medication Management Policies

### Medication Refill Requests:

During your medication management appointment you should receive prescriptions with enough refills to last until your next appointment. If you need a refill before your next appointment:

- 1) Contact your pharmacy for refills and allow up to **5 business days for processing**. The pharmacy will send a fax to your nurse practitioner requesting the refill.
- 2) Schedule a follow-up appointment **before** requesting medication refills. You may not receive medication refills if have not been seen recently by your prescriber.

### Social Security Paperwork, Return to Work Forms, and Leave Forms:

To obtain the above forms, or any forms you may need from you provider please following the steps below:

- 1) Set up an appointment with your nurse practitioner and bring in **any needed paperwork** which will be filled out during your appointment.
- 2) ITTC will fax forms for you, but it is your responsibility to confirm that they are received by your employer, insurer or other agencies.

### Letters and Brief Forms:

Provide your nurse practitioner with a written request for letters or brief forms and **include all needed information**, including who the form should be sent to and if it should be faxed, mailed or e-mailed. **Allow up to 7 business days for completion.**

### Communications:

To contact your Nurse Practitioner, contact ITTC at 971-266-6910 option 2 or email [frontdesk@ittc.hush.com](mailto:frontdesk@ittc.hush.com) **Please limit contact to one message.**

Cathy Ahern's patients may opt to call or text her cell phone at 503-887-3679.

Please allow **48 hours** for a returned response.

### Crisis or Emergencies:

**If you are experiencing a psychiatric emergency, please call the Multnomah County crisis line at 503-988-4888 or "911".**

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## Cancellation & Coverage Policy

### Coverage & Co-Pays:

Please bring a copy of your medical card to each appointment. If you are no longer eligible for benefits, you will have the option to pay out of pocket or freeze services until proper arrangements have been made. We may provide transitional appointments if deemed clinically necessary. As a courtesy, we will check your benefits. However, this is not a guarantee of payment and **it is your responsibility to understand your coverage. Co-payments are due at the time of service and any outstanding balances may result in a payment plan or termination of services. You may be charged a \$5.00 service fee for any co-pay that is not paid at the time of service.**

### Cancellations and No-Shows:

As a reminder, a minimum of 24-hour notice is required for rescheduling or cancelling an appointment. A late cancellation or no show has an impact on others. If we have enough notice of a cancellation, we can provide help to someone else.

To reschedule or cancel an appointment you can call 971.266.6910 option 2 or email: [scheduling@ittc.hush.com](mailto:scheduling@ittc.hush.com). If a message is left on a different line or sent to a different e-mail you are subject to the "no-show" policy.

We charge a **\$155** late cancellation (less than 24 hours) or no-show fee. This fee is not covered by insurance and is due at your next appointment.

**This fee is waived for OHP clients. However, if two (2) sessions are missed within a six (6) month period without adequate notification, services will be suspended and/or terminated. Services may be resumed but will be subject to the waitlist and your previous counselor and/or time may not be available.**

### Engagement Policy:

If clients consistently do not attend scheduled appointments at a rate of 50% or more, regardless of time of cancellation, ITTC reserves the right to terminate and refer out.

### Payment Policy:

Payments are due at the time of service, **copays cannot be billed to you or to anyone else.** If you receive reimbursement for your payments we are happy to provide you with a receipt. If you are not utilizing insurance and are a private pay client, a private pay agreement must be signed and kept in your file. There will be no refunds for payments made for services rendered.

**\*\*all suspensions and terminations will include a referrals to appropriate services\*\***

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