

# Melissa Ann Russiano, LCSW, LISW

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January 1, 2018

Hello!

As we have entered 2018, I have decided to introduce a higher level of technology into my current practice, as well as alter existing policies. This letter will serve as your notification of the changes, but also as an opportunity for you to access the HIPAA compliant Client Portal to better manage your upcoming appointments, outstanding balances and non-emergent communication all through a secure Inbox. The Client Portal puts you in total control of your schedule, as you are always able view upcoming or past appointments. You will be able to create your own private account, request to schedule an appointment, and receive a customized email from me with any required forms attached when a Release of Information is required. When you first log in, you will be prompted to complete the required profile information so you don't have to enter it later. In addition, you will have access to real time outstanding balances, Online Bill Pay and Automatic Payment Posting. To access the Client Portal, all you need to do is complete the attached consent sheet with your email, cell phone number, signature, and acknowledgement that you are willing to be sent an invitation to the portal via the provided information. In addition, if you decide to not access the Client Portal, the sheet will act as documentation of your decision to decline the invitation for your record.

In addition to the Client Portal, the following policy changes will occur effective January 1, 2018:

1. All appointments will be scheduled directly with Maggie who can be reached at 814/923-8410. She will be able to schedule around your availability up to 8 weeks in advance. This applies to clients who book during the day or in the evening. Please remember that it is your responsibility to maintain contact with Maggie to ensure your appointments are scheduled (the client portal would help immensely with this for you!!). A message will be posted on the client portal when another month is "open" for scheduling.
2. Deductibles, copays, co-insurance and any missed session fees will be due at the time of service to minimize the need for monthly statements to be mailed. You can log onto the client portal at any time

to see an accurate outstanding balance that can be paid directly via the portal. Payments can be made via cash, check or debit/credit card at the time of visit. If your payment preference via debit/credit card, we can maintain the card on file to be able to automatically bill your account at each session. If more than two payments are missed at the time of service, a debit/credit card will be required to be on file to ensure that your balance does not grow to an unmanageable amount. Receipts and/or statements can be provided at any time for your review.

3. Due to the increase of missed sessions, especially during prime scheduling hours (3p-8p), *all missed session fees will need to be paid 24 hours prior to your next scheduled appointment or your appointment will automatically be cancelled.* A phone call will be placed within one business day of your missed appointment, as well as an invoice will be mailed so that you are aware of the missed appointment.
4. All accounts with an outstanding balance greater than 90 days will be subject to a collections agency. If you are unable to manage the balance on your account currently, please speak with Maggie to develop a session/monthly payment plan. As long as payments are being made on your outstanding balance, you will not be subject to a collections agency. Any balances that are greater than \$250.00 at the time of this mailing will need to pay 50% of your outstanding balance prior to maintaining services. Please discuss any concerns with this policy with Melissa directly during your next scheduled session.

2018 is set to be an amazing year for all of us! The changes that are being implemented and/or reinforced will help the practice maintain focus on clinical care and reduce the stress of appointment scheduling as well as insurance or payment issues.

As always, please let me know if you have any questions or concerns. Looking forward to “seeing” all of you in the client portal!!!

Respectably Submitted:

Melissa Ann Russiano, LCSW, LISW  
*Private Practice Clinician*

**Client Portal Consent**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Cell: \_\_\_\_\_

- I consent to have an invitation forwarded to the above email and cell so I can establish my individual client portal. I have been educated on the Client Portal provided for Melissa Ann Russiano’s clinical practice. I understand that all information maintained within the portal meets all requirements of The Health Insurance Portability and Accountability Act of **1996** (HIPAA; Pub.L. 104–191, 110 Stat. **1936**) and information cannot be access by any federal medical electronic medical record (EMR) system.
  
- I decline to participate in the client portal for Melissa Ann Russiano’s clinical practice. I have been educated on the Client Portal provided for Melissa Ann Russiano’s clinical practice. I understand that all information maintained within the portal meets all requirements of The Health Insurance Portability and Accountability Act of **1996** (HIPAA; Pub.L. 104–191, 110 Stat. **1936**) and information cannot be access by any federal medical electronic medical record (EMR) system. In addition, my decision to decline the client portal reflects my understanding that any email or video conferencing platforms are not compliant with HIPAA and my signature below accepts this potential compromise of my medical information. Despite not engaging in the client portal, I also understand I will be held accountable to any and all policy mandates within the clinical practice.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Email invitation sent: \_\_\_\_\_ (date) \_\_\_\_\_ (staff initials)

Decline filed in chart: \_\_\_\_\_ (date) \_\_\_\_\_ (staff initials)

## Client Portal Examples

### Invitation Email:

Here is the invitation you requested Inbox x

**no-reply@jituzu.com** 9:44 PM (6 minutes ago) ☆

to me ▾

Dear Melissa,

You have received an invitation to connect online from Melissa Russiano, LCSW, LISW at Melissa Ann Russiano, LCSW. This gives you the ability to connect with your service provider electronically.

Once you create your secure account by clicking on the link below, you can get started. Please go to <https://www.jituzu.com/pub/client/signup/jW3m6HYCvG/>. If asked for your invite code, just copy & paste the invite code in this email.

Your invite code is: jW3m6HYCvG

After registering your account on your browser, you can also use mobile versions of the app from your phone or tablet.

Download the iPhone and iPad app here: [Download iOS version](#)  
 Download the Android app here [Download Android version](#)

### Client Portal Options: (guess I owe myself some money!!!)

Hello, Melissa Russiano Logout

**Practice/Provider**

Melissa Ann Russiano, LCSW ▾

Russiano, Melissa ▾

\$ Balance \$245.00

Inbox 0

Appointments 2

Settings

Logout

Scheduled Past

Type	Date	Time	Location	Practice	Provider	Notes	Length	Cancel
	Thu. Dec. 21, 2017	8 p.m.	Main	Melissa Ann Russiano, LCSW	Melissa Russiano		60	✕
	Fri. Dec. 8, 2017	1 p.m.	Main	Melissa Ann Russiano, LCSW	Melissa Russiano		60	✕

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