Melissa Ann Russiano, LCSW, LISW

3800 West 12th Street Erie, Pennsylvania 16505 814.923.8410 (office) 814.315.6044 (fax)

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 <u>required</u> 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!!!

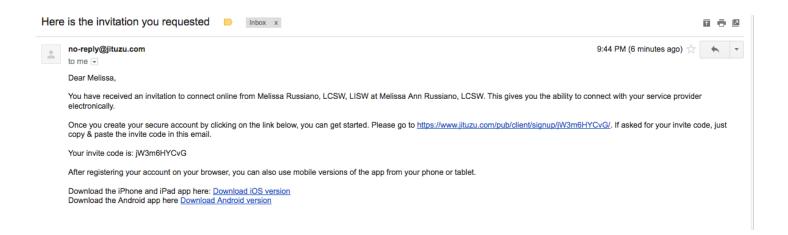
Respectably Submitted:

Client Portal Consent

| Name: | • | | | | _ | | | | |
|---------------------------------|--|--|--|--|---|--|---|--|-------------|
| Email: | : | | | | _ | | | | |
| Cell: | | | | | _ | | | | |
| | individ Russia meets (HIPA | lual client po no's clinical p all requireme | rtal. I have oractice. I ents of The 1–191, 110 S | been educat understand t Health Insur Stat. 1936) a | ed on the hat all int ance Port nd inform | Client Por formation tability and | tal provided maintained l Accountab | an establish my l for Melissa Anr within the porta ility Act of 1996 s by any federal | 1 |
| | been edunders Health Stat. 10 (EMR) that an signatu engagi | ducated on the stand that all Insurance P (936) and information or vice the below according the below according the below according to the below according the below according to the below according the below according to the belo | ne Client Point formation ortability and ormation canddition, mydeo confere epts this pont portal, I | ortal provided in maintained and Accountal annot be acce y decision to encing platfor tential comp also underst | I for Meli I within the bility Act was by any decline the decline the decline the are no decline of | ssa Ann Ru he portal m of 1996 (For federal mo he client po ot complia f my medio | ussiano's cli neets all requ HPAA; Publedical electrortal reflects ortal reflects nt with HIP cal informat | cal practice. I ha nical practice. I uirements of The L. 104–191, 110 conic medical rec s my understand AA and my ion. Despite no o any and all poli | eord ing |
| Signat | ture | | | | | $\overline{\mathtt{D}}$ | ate | | |
| | | | | | | | | | |
| Email invitation sent: (date) _ | | | (date) | | _ (staff ini | tials) | | | |
| Decline filed in chart:(date) | | | | _ (staff ini | tials) | | | | |

Client Portal Examples

Invitation Email:



Client Portal Options:

(guess I owe myself some money!!!)

