

CLIENT PAYMENT PROGRAMS

Astra Behavioral Health Sliding Fee Scale Program - This program is for individuals who are without health insurance coverage and may need assistance to fulfill their financial obligation to Astra Behavioral Health. Please request and complete a Sliding Scale Fee Application so that we can assist you.

Astra Behavioral Health Financial Assistance Program - This program is for individuals with health insurance but may require assistance to pay their out-of-pocket expenses in-full on a timely basis. Please contact us early to set up payment arrangements and to possibly avoid your account balance being referred to a collection agency. Please see the payment arrangement schedule below. If you are financially unable to make payment arrangements according to our fee schedule, it is your responsibility to contact our Billing Office to make other financial payment arrangements within 10 days of receiving a statement from us at (270) 506-2730.

FEE AGREEMENT

As a patient of Astra Behavioral Health, LLC, I certify the information given by me is correct and by signing the accompanying material confirmation form, I affirm my acceptance of full responsibility for all charges incurred. Further, I consent to the billing of my insurance company, whose accurate information I have provided, for services rendered to me by Astra Behavioral Health, LLC. I authorize Astra Behavioral Health, LLC to furnish information from my medical record to my insurer. By signing the accompanying material confirmation form, I hereby assign and authorize payment from my insurer directly to Astra Behavioral Health, LLC for all charges incurred for received treatment and services.

Fee schedule for services is listed below:

Initial Eval with MD or ARPN: \$195.00	Initial Therapist Visit: \$175.00
15 Minute follow up visit with MD or APRN: \$90.00	30 Minute Therapist Visit: \$75.00
30 Minute follow up visit with MD or APRN: \$125.00	45 Minute Therapy Session: \$100.00
Intensive Outpatient Program: \$150.00/day	60 Minute Therapy Session: \$150.00
Peer Support: \$10.00/unit	Targeted Case Management: \$350.00
Urine Drug Screen: \$50.00	Targeted Case Management CC: \$550.00

Charges for services are based on the usual, customary, and reasonable fee for the area. A charge list is available upon request. All payments are required at the time of service. As a patient of Astra Behavioral Health, LLC, I agree to pay any self-pay, deductible and/or co-insurance (if applicable) at the time of each visit.

I understand that in the event of my insurance company’s denial of payment for my services, I am responsible for the fee within thirty (30) days from denial. I understand I am responsible for any balance after insurance payments have been made, including all charges incurred in collecting these amounts if the account becomes delinquent – such as court costs, collection agency commission, charges and/or attorney fees.

For Medicare patients: I certify that the information provided by me in applying for payment under title XV of the Social Security Act is correct. I authorize Astra Behavioral Health, LLC to release to the Social Security Administration, or its carriers, any medical information from my record to assist in the processing of my insurance claims for services rendered. I request that payment be made directly to Astra Behavioral Health, LLC.

CONFIDENTIALITY OF PATIENT RECORDS

Confidentiality of your records maintained by this office is protected by Federal Law and Regulations. Generally, we may not say to a person outside this facility that you are a client here unless:

1. You consent in writing
2. You present a danger to yourself or others
3. Disclosure is required by court order or subpoenas
4. Your treatment is ordered by or is under court supervision
5. There is suspected physical or sexual abuse or neglect of a child or adult
6. Disclosure is made to medical personnel in a medical emergency or to qualified personnel for audit or program evaluation
7. Insurance must verify treatment before covering charges

(See 42 U.S.C. 290dd-3 and 42 U.S.C 290ee-3 for Federal Laws and 42 CFR Part 2 for Federal Regulations)

NOTICE OF CLIENT RIGHTS

As a client of Astra Behavioral Health, you have the following rights:

1. To be treated with dignity, respect, and consideration.
2. To not be discriminated against in determining eligibility for treatment.
3. To be informed of the services offered to you and offer consent to receive those services in writing.
To be involved in treatment planning and any case management plans for your care.
4. To be informed of the content of treatment and case management plans.
5. To receive treatment that is based on your individual needs.
6. To give written informed consent to participate in a research study.
7. To have your protected health information be kept confidential as according to legal regulations.
8. To request a written statement of service charges and be informed of the policy for the assessment and payment of fees.
9. To be informed of the rules of client conduct, including the consequences for the use of alcohol and other drugs or other infractions that may result in disciplinary action or discharge.
10. To be informed of information in your record.
11. To receive one free copy of your record.

ACKNOWLEDGMENT OF VIDEO MONITORING PROCEDURES

Astra Behavioral Health, LLC utilizes a video camera as a necessary precaution to treatment. To promote the safety of all patients and staff, there may be times when the patient is being monitored by video camera, however, audio is not recorded. Also, please note the bathroom areas are not monitored. As a patient of Astra Behavioral Health, LLC, you must be aware of these video monitoring procedures.

PATIENT RESPONSIBILITIES

Patients of Astra Behavioral Health, LLC assume certain responsibilities

1. The patient is responsible for providing information about their health, past illness, hospital stays and all use of medication. The patient is responsible for asking questions when information or instruction provided by a staff member of Astra Behavioral Health, LLC is not fully understood. If the patient feels they are unable to continue with treatment, the patient is responsible for informing their provider.
2. Your health depends not only on care provided by this facility, but also on the decisions one makes in their daily life. The patient is responsible for recognizing the effects of their lifestyle on their health.
3. The patient, and anyone accompanying the patient, is responsible for being considerate of needs of other patients and staff members.
4. The patient is responsible for providing current and correct insurance information and for working with us for payment of services received.
5. The patient is responsible for adherence to the Cancellation/No Show policy of Astra Behavioral Health

LATE CANCELLATION/NO SHOW POLICY

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late arrivals, and late cancellations inconvenience those individuals who need access to care. A “no show” is a scheduled but missed appointment. A “late cancellation” is an appointment cancelled with less than 24 hours of notice. A “late arrival” is an arrival to an appointment at a time that is past the scheduled time.

To be respectful of the medical needs of other patients, please be courteous and promptly call our office if you are unable to attend an appointment. This time will be reallocated to another patient in need of treatment. If it is necessary to cancel your scheduled, we require that you call at least 24 hours in advance. We understand that there are times when you must miss an appointment due to emergencies or other unavoidable obligations, however, when you do not call to cancel an appointment, you may be preventing another patient from receiving care.

Please cancel at least 24 hours in advance. Two (2) or more no-shows and or late cancels in a six (6) month period may result in a discharge from the practice and thus a denial of scheduling any future appointments.

If you arrive fifteen (15) minutes past your scheduled appointment time, your receipt of services is dependent on the given day’s availability, accommodations made at the end of the day, or the rescheduling of your appointment.

Due to the large block of time required for psychiatric evaluations, the late cancellation or no show of such an appointment may result in your inability to reschedule. Further, failure to confirm evaluations at least 24 hours in advance may result in forfeiture of your scheduled appointment time.

NOTICE OF PRIVACY PRACTICES

The Notice of Privacy Practices is required by the Health Insurance Portability and Accountability Act (HIPAA) of 1996. This notice describes how medical information about you may be used and disclosed and how you can get access to this information. *Please review it carefully.*

Our Duty to Protect Your Privacy

Your health information is personal. ASTRA Behavioral Health, LLC is legally required to protect the privacy of your data. It does so in all aspects of its business. ASTRA Behavioral Health, LLC has policies in place about protecting the privacy of your data. These policies comply with state and federal laws. ASTRA Behavioral Health, LLC uses and gives out your health information only where required by law or where necessary for business.

Where Do I Send Questions or Requests?

To submit questions about your privacy rights or submit a written request.

ASTRA Behavioral Health, LLC
ATTN: Compliance Officer
2000 Ring Road
Elizabethtown, KY 42701

What Type of Information does ASTRA Behavioral Health, LLC Have?

The Department for Community Based Services (DCBS) or Social Security Administration (SSA) for Supplemental Security Income (SSI) approved you for Medicaid. DCBS and SSA send your information to ASTRA Behavioral Health, LLC. Information sent includes:

- Your individual information including name, address, phone number, date of birth, social security number, eligibility program information, Medicaid number.
- Information on other health insurance policies you may have.
- Your medical records (if necessary).
- Your providers claim for your services. Provider claims contain information on your treatment given.

ASTRA Behavioral Health, LLC is Required to:

- Follow the terms of this notice
- Support your privacy rights under the law
- Give you a paper copy of this privacy notices and post it on our website
- Mail out a new notice if our privacy practices change
- Treat your data as confidential by not using or giving out your information without your written permission, except to support normal business or under the allowable circumstances given in this notice
- Tell you what types of information we collect on you
- Release your health information without your permission in the event of an emergency. The release of your data must be in your best interest.
- Follow state laws regarding the release of your data in the instances where state law provides stronger protection of your data than the HIPAA law.

How ASTRA Behavioral Health, LLC May Use or Give Out Your Information

ASTRA Behavioral Health, LLC can use and give out your information without an authorization (special permission from you) for our normal business and where required by law. This document tells you of some of the ways this can occur. All the way ASTRA Behavioral Health, LLC may use and give out your information without your express permission will fall within one of the groups listed below.

Data for Treatment and Payment Purposes

ASTRA Behavioral Health, LLC, and businesses we work with receive/give out your mental health information for:

- The coordination of your treatment with medical professionals and facilities
- The billing and payment of your claims
- The review of your care and use of benefits
- The prior authorization of your requested services

Data exchanged for your treatment and claim payment involves communications between your providers, ASTRA Behavioral Health, LLC, your insurance carriers, and other organizations necessary to receive, review, approve, process, and successfully pay for your mental health care claims.

Data for Health Care Operations

ASTRA Behavioral Health, LLC may use and disclose your information to carry out insurance-related activities related to its operations. Activities may include:

- Submitting claims to other insurance companies
- Conducting or arranging for medical review for certain medical/mental problems you may be experiencing
- Legal services
- Audit services
- Fraud and abuse detection programs
- Business planning, management, and general administration

Case and Utilization Management

ASTRA Behavioral Health, LLC may use your mental health medical information to approve services. We may give out information to others who must make decisions about your care.

Other Allowable Uses of Your Health Information Without Permission (Authorization)

- **Public Health:** We may give your data to public health agencies to prevent or control disease, injury, or disability; reporting child abuse or neglect; and reporting domestic violence. ASTRA Behavioral Health, LLC may also report your data to the Food and Drug Administration (FDA) to notify them of problems with products and reactions to medications.
- **Coroners, Medical Examiners, and Funeral Directors:** ASTRA Behavioral Health, LLC may give your protected health information to coroners, medical examiners and funeral directors if needed.
- **Public Safety:** ASTRA Behavioral Health, LLC may give your data to prevent a serious threat to the health or safety of a particular person or to the public.
- **Security:** ASTRA Behavioral Health, LLC may give your data for military, national security, and prisoner care purposes.
- **Government eligibility:** ASTRA Behavioral Health, LLC will give your data to government entities involved with your health care benefit eligibility.
- **Marketing:** ASTRA Behavioral Health, LLC may use your data to contact you to give your information about relative benefits and services. However, ASTRA Behavioral Health, LLC CANNOT give your information to companies for advertising or solicitation without your permission.
- **Business Associates:** ASTRA Behavioral Health, LLC must share your data with other state, federal and commercial partners it contracts with to perform its normal business. We ask these groups to protect your data through formal agreements.
- **Health Oversight and Quality Assurance:** ASTRA Behavioral Health, LLC may use and give out your data to doctors and nurses to help improve your care. Staff, committees, and outside agencies that monitor Medicaid quality of care may also see your data.
- **Appointment Reminders:** ASTRA Behavioral Health, LLC may use your mental health information to remind you of appointments.
- **Mental Health Promotion and Disease Prevention:** ASTRA Behavioral Health, LLC may use your health information to tell you about disease prevention and mental health care.
- **Individuals Involved with Payment of Your Care:** ASTRA Behavioral Health, LLC may give out your health information to a friend or family member who is helping with your care or with payment for your care if necessary.
- **Lawsuits and Disputes:** ASTRA Behavioral Health, LLC must give your data under a court order.
- **Law Enforcement:** ASTRA Behavioral Health, LLC will give out your data to law enforcement only where allowed by federal or state law or require under a court order.

When ASTRA Behavioral Health, LLC May Not Use or Disclose Your Mental Health Information Without Authorization

Other than for the allowed reasons listed above, ASTRA Behavioral Health, LLC will not use or disclose your data without written permission (authorization) from you. If you do authorize us to use or disclose your data in other way, you may revoke your permission in writing at any time. Once you revoke your permission, ASTRA Behavioral Health, LLC will no longer be able to use or disclose your data for the reasons stated in your original authorization.

YOUR INDIVIDUAL PRIVACY RIGHTS UNDER HIPAA

Right to Request Confidential Communications

You have the right to ask ASTRA Behavioral Health, LLC to communicate with you at a certain alternative number or location other than your home of record. ASTRA Behavioral Health, LLC will do this only when necessary to protect your safety or health.

Right to Request Restrictions

You have the right to ask that your protected health data not be given out or used. This is called requesting a restriction. ASTRA Behavioral Health, LLC has the right to deny any requests for conducting its required business processes

Right to Withdraw Authorization for Usage and Disclosure

ASTRA Behavioral Health, LLC must have your written permission (authorization) to use or give out your information for reason other than the special exceptions described above. ASTRA Behavioral Health, LLC may ask you to give permission by signing a form called an authorization.

Right to Access

You have to the right to look at and get a copy of your personal information maintained by ASTRA Behavioral Health, LLC. This is called a designated record set. ASTRA Behavioral Health, LLC designated record set includes enrollment, claims data and payment records made in your behalf.

- ASTRA Behavioral Health, LLC will provide one (1) copy of records per 12-month period free of charge. You will be charged for additional copies.
- ASTRA Behavioral Health, LLC will respond to requests within 30 days of receipt. (Extra 30 days may be asked for if necessary, we will let you know if we need extra time).
- ASTRA Behavioral Health, LLC has the right to keep you from having or seeing all or parts of your records for specific reasons related to HIPAA and state law.
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Right to Amend

You have the right to ask that information in your records be changed if they are not correct. A response will be given within 60 days of receipt.

Please note: If you wish to change your records, you must contact the provider who wrote the record to request a change. ASTRA Behavioral Health, LLC may deny the request for change if:

- The information was not written or is not kept by ASTRA Behavioral Health, LLC
- The information is information you are not allowed to see and copy.
- The information is already correct and complete.

Right to Paper Copy of Notice

You have the right to receive a paper copy of this notice at any time.

Changes to This Notice of Privacy Practices

ASTRA Behavioral Health, LLC has the right to change this privacy notice at any time. If we do make a change, we will revise this notice and promptly distribute it to all recipients. We are required by law to comply with the current version of this notice until a new version has been mailed out or received at the office.

Complaints

If you believe your privacy rights have been violated and wish to make a complaint, you may file a complaint by calling/emailing:

OMBUDSMAN
Phone: (270) 506-2730 x 138
Fax: (270) 900-0704

Secretary of Health and Human Services, Room 615F
200 Independence Ave. SW
Washington, D.C. 20201

For additional information, call 877-696-6775

United States Office to Civil Rights by calling 866-OCR-PRIV (866-627-7748) or 866-788-4989 TTY.

Policy of Non-Retaliation

ASTRA Behavioral Health, LLC cannot take away your mental care benefits or retaliate in any way if you choose to file a privacy complaint or exercise any of your privacy rights.