

## **Medical Center for Eating Disorders**

Edward P. Tyson, MD & Jennifer Nagel, RDN, LD, PA-C  
701 N. Post Oak Road, Suite 220  
Houston, TX 77024  
Phone: (713) 956-4083 | Fax: (832) 553-1906

### **Payment Policies**

This office is a fee-for-service practice. Therefore, we expect payment at the time of service unless arrangements are made **PRIOR** to the visit. We accept cash, check, and all major credit cards.

### **Missed Appointments without Adequate Prior Notice**

Because we schedule large segments of time for appointments, we must charge for missed appointments unless a true emergency causes you to miss the appointment. Our cancellation policy is as follows:

**New Patient Appointments:** If you need to reschedule or cancel your initial visit, you must notify us at least **48 hours** in advance to avoid a charge of **\$175**.

**All Other Appointments:** If you need to reschedule or cancel an appointment, you must notify us at least **24 hours** in advance to avoid a charge. Charges for missed appointments will be at the **full rate**.

### **Outstanding Balances**

If you have a past-due balance for more than **90 days**, we reserve the right to send your account to a collection agency and/or to discharge you as a patient. We will send you notice by email and mail, if necessary, to inform you that your balance is past due. Keep in mind that we want to help and are happy to set up a payment plan or other arrangement. Please call our office to discuss your options and get a plan in place. Please note that payment is due at the time of your appointment or missed appointment (if applicable) or at a time agreed upon by you and our office.

### **Returned Checks**

Also, please be aware that returned checks are costly to you and us. Not only will your bank charge you, we will charge you a fee of **\$25** and insist on cash or credit card in the future.

### **Medical Records**

The fee for printed copies of medical records is **\$5 for the first 20 pages** plus **\$0.10 per page for each page over the initial 20 pages**. This policy applies whether the records are for your personal use or to be sent to another individual or entity including, but not limited to, other medical professionals, doctors' offices, therapists, dietitians, treatment facilities, hospitals, schools, employers, and insurance companies.

**By signing, I acknowledge that I have read and understand the above policies, have had any questions answered, and agree to abide by the policies herein.**

## **How to Contact Edward P. Tyson, MD, and Jennifer Nagel, RDN, LD, PA-C**

Dr. Tyson and Jennifer are very available to their patients. Because of the special areas that they treat and the scarcity of other medical practitioners who treat these problems, they try to be available even when on vacation, out of the state, or even out of the country. Their patients and their families have traditionally not been abusive of this availability.

**Communication Charges:** Please be aware that *every contact with Dr. Tyson and Jennifer for any therapeutic or other patient management issues is subject to a charge.* In general, any communication requiring 15 minutes or more will be charged at an appropriate level, depending on the time spent. These contacts include discussions with patients' families, therapists, attorneys, schools, and other similar phone calls or e-mails. Also, letters to insurance companies, special information to other parties, and other kinds of communication are also subject to a charge. We will be glad to discuss with you any aspects of this matter.

Below are listed the best ways to contact Dr. Tyson, Jennifer, and the office for appointments and for emergencies. Please try to follow the sequence described below:

1. **During office hours, please call the office first at (713) 956-4083 and our office staff will assist you or take a message.** Our office hours are as follows:

Monday – Friday	10 a.m. – 6 p.m.
Saturday – Sunday	Closed

2. After hours or when you cannot get anyone at the office, you can leave a voicemail at or text our main number (713) 956-4083. Non-emergencies such as prescription refills, lab orders, etc. will be completed as soon as possible **during office hours**. Our staff are not required to respond to non-emergency communications outside of office hours.
3. If you need more immediate assistance for a medical issue, you can reach Jennifer at (832) 980-6166 and Dr. Tyson at (512) 496-1504 by text or phone call. If there is a life-threatening emergency, call 911. For other more minor emergencies, you may call your provider's phone number twice in a row which indicates to Dr. Tyson or Jennifer that you need them immediately.
4. If Dr. Tyson or Jennifer go out of town, they will leave contact information at the office and often with their patients. You may contact them according to this information during the time they are away. Should they not return your call in a reasonable time (they may be with a patient or in a meeting, etc.), please try again. Our office has a cell phone with nationwide coverage. However, there are areas that are "dead zones" where calls may not get through. If you do not hear from either of them, keep trying. During office hours, again, you can contact the office to assist.

**Note:** For life-threatening emergencies, you should always call "911" or go to the emergency room.

**By signing, I acknowledge that I have read the above and understand how to contact Dr. Edward Tyson and Jennifer Nagel, PA-C, have had any questions answered, and agree to abide by the policies herein.**

## **Our Policy on Insurance**

This is a fee-for-service practice. We do not accept insurance for office visits or participate in any special insurance plans. As a courtesy to our patients, we will file insurance claims on your behalf, or we will provide you with a form containing the necessary information needed for you to submit claims to your insurance company for reimbursement. While we make a considered effort to fill out those forms in a careful manner to enhance reimbursement, we cannot make any guarantees regarding how much, or even if, you will be reimbursed by your insurance company. Remember that you are the one who has a contract with that company, and you should be very familiar with your company's policy.

It is our experience that when the doctor must be the one responsible to negotiate and haggle with the insurance company, it can result in one or more of the following:

1. Higher cost, as it takes time, extra personnel, and delays payment—all of which costs money for the patient or patient's family and physician.
2. Delays in payment and the increased hassle factor for the physician eventually trickles down to diminished eagerness to see those patients whose insurance takes longer and pays less.
3. Insurance companies fight long, drawn-out battles that they usually win by attrition.
4. Distortion of the physician-patient relationship, which affects the quality of care.

Without the obligations to the insurance company, perhaps over those to the patient, allows one to be freer to advocate for the patient about the care recommended by the physician. We do our best to be accurate and complete in transmitting our medical assessments and plans to the insurance companies when asked to do so, and we are eager to do so to help our patients get appropriate reimbursement.

If you have any questions about these issues, please feel free to ask us.

## **Eating Disorders and Insurance**

Dealing with insurance companies for our patients with eating disorders, their families, and ourselves has often been an exercise in frustration, inappropriate denials, nonsense, incompetence, and more. They frequently delay what payment is eventually given (if any), and it is often greatly reduced from what is reasonable, in our opinion, no matter how serious the problem. In our opinion, this is a primary reason why there are relatively few treatment centers for the treatment of eating disorders. You may have already discovered this lack of resources for eating disorders when you were searching for care.

We do try our best to document and delineate accurately the medical from the psychological care on the forms that we give to you to file for reimbursement. This is because reimbursement is always different for each of these. Traditionally, psychological/psychiatric/counseling care is reimbursed at lower amounts and has more restrictions. We try to be careful in our distinctions between these two types of care on those forms, although sometimes it can be difficult to separate them. The recent changes in national law passed in November 2008 regarding “parity” coverage for mental illnesses and which came into effect in January 2010 were hopeful in this regard. How the more recent federal health care law will affect coverage is uncertain but not necessarily hopeful from our understanding of the massive bill.

It appears that insurance companies are becoming more burdensome in the requirements they force onto treatment centers and physicians as well as patients and their families. This is especially true regarding residential treatment. That includes medical care for severe and life-threatening problems, such as cardiac conduction and rhythm disturbances, bleeding from the stomach, dehydration, osteoporosis, stress fractures, and so on. Therefore, we recommend you anticipate and prepare for difficulties like this. Get educated and scrutinize how your claims are handled (please see the primer we have included with these forms). The National Eating Disorder Association (NEDA) has a website and on it has information that Dr. Tyson helped write regarding how to deal with insurance issues.

We will give you availability and thoughtful and special care. However, we will not accept insurance for office visits unless a “single case agreement” is negotiated. As stated earlier, we will provide for you information you can submit to get reimbursement. It will not be our responsibility to deal with your insurance company. We will communicate as required with the insurance company. Anything that takes significant time, however, will be billed to you. We hope you do get reimbursed as much as is possible for the care you receive.

**By signing, I acknowledge that I have read the above and understand the above information regarding insurance, have had any questions answered, and agree to abide by the policies herein.**

---

Patient/Guardian Signature

---

Date

---

Patient/Guardian Printed Name