



PEP Wellness Center PPLC

Serving Washington | New Mexico | Virginia | Colorado | New York | Texas

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OFFICE POLICIES AND PROCEDURES

Appointments

Your first appointment is a comprehensive 60-minute consultation. During this session, your provider will complete a detailed evaluation, discuss your concerns, and develop an initial diagnosis and treatment plan. This appointment also allows both patient and provider to determine whether the therapeutic relationship is a good fit.

Follow-up appointments are focused on medication management, progress monitoring, and ongoing treatment adjustments as needed. Diagnoses may be refined over time based on clinical progress. Either the patient or provider may determine that care would be better provided by another clinician. In such cases, appropriate referrals will be offered.

Our goal is to work collaboratively with you toward improved mental health and overall wellness.

Billing and Payments

PEP Wellness Center PLLC accepts the following insurances:

- **CIGNA,**
- **AETNA,**
- **Blue Cross Blue Shield,**
- **Regence BlueShield of Washington,**
- **Horizon Blue Cross**
- **Blue Shield of New Jersey,**
- **Carelon Behavioral Health,**

- **Independence Blue Cross Pennsylvania,**
- **Oxford (Optum),**
- **Oscar (Optum),**
- **United Healthcare (Optum) and**
- Quest Behavioral Health insurance plans.

For all other insurance carriers, we are considered an out-of-network provider.

Patients using accepted insurance plans are responsible for applicable copays, deductibles, or coinsurance at the time of service. Claims will be submitted to your insurance on your behalf; however, any charges not covered by your insurance remain your financial responsibility.

We strongly recommend contacting your insurance provider before your first visit to confirm benefits and coverage details.

Self-Pay and Out-of-Network Patients

Patient(s) without accepted insurance are required to pay in full at the time of service. Accepted forms of payment include credit cards, Zelle. We accept Visa, MasterCard, American Express, and Discover.

Upon request, we will provide billing statements that may be submitted to your insurance company for possible reimbursement.

Late Cancellation and No-Show Policy

Appointment times are reserved exclusively for you. When appointments are missed or canceled with short notice, we are unable to offer that time to another patient in need of care.

To avoid fees, please cancel or reschedule appointments at least **one (1) business day in advance** (excluding weekends and holidays).

Fees for Late Cancellation or No-Show:

- **\$200** – Initial 60-minute evaluation
- **\$130** – 30-minute follow-up visit

Insurance does not cover missed appointment fees.

Late Arrival Policy

- New patients arriving with less than 30 minutes remaining will need to reschedule.
- Established patients arriving with less than 15 minutes remaining will need to be rescheduled.
- Patients arriving late will still be responsible for the full appointment fee.

As a courtesy, one late cancellation or no-show fee may be waived. Repeated missed appointments may result in discharge from the practice.

Medication Refill Policy

Refills should be requested through the patient portal. Please allow **up to 72 hours** for processing.

When requesting a refill, include:

- Medication name
- Dosage
- Pharmacy name and location

Refills are typically provided during scheduled follow-up appointments. Regular appointments are required to monitor effectiveness, side effects, and overall progress.

Patients who have not been seen for 3–4 months may not receive refills until evaluated. Appointment frequency will depend on clinical need and stability.

Please plan ahead for travel, holidays, or other scheduling conflicts. Emergency refills outside normal business hours cannot be guaranteed.

Prescription Laws and Medication Safety

Prescription medications are regulated by federal and state law. Providers are required to review the Prescription Drug Monitoring Program (PDMP) prior to prescribing controlled substances.

It is illegal to share, sell, or alter prescription medications. Any violation of these laws will be reported to the appropriate authorities and will result in immediate termination of services.

Patients must disclose all medications they are taking—including over-the-counter products and supplements—to avoid harmful drug interactions.

Controlled Substance Policy

Controlled medications require careful monitoring. Patients receiving controlled prescriptions must comply with the following:

- Monthly appointments is required
- Random pill counts or drug screenings may be requested
- Lost or stolen prescriptions will not be replaced without a police report
- Controlled medications must be filled in the state where prescribed

Failure to comply with these requirements may result in discontinuation of controlled substance prescribing or discharge from the practice.

Receiving controlled medications from multiple prescribers without disclosure is considered “doctor shopping” and will result in termination of care.

Primary Care Coordination

All patients are encouraged to maintain regular care with a primary care provider to address general medical needs. Mental health treatment is most effective when coordinated with overall health care.

If you need assistance finding a primary care provider, we are happy to provide referrals.

Non-Covered Services

Certain services are not reimbursed by insurance and will be billed directly to the patient at a rate of **\$300 per hour**. These include:

- Completion of forms, reports, or disability paperwork
- Communication with outside agencies
- Phone calls longer than 5 minutes
- Court-related services or legal documentation

Paperwork completion is at provider discretion and may require an appointment.

Confidentiality

All patient information is protected in accordance with HIPAA regulations. Information will not be shared without written consent except in legally required situations such as:

- Imminent risk of harm to self or others
- Suspected abuse or neglect
- Court-mandated disclosures

A full Notice of Privacy Practices is provided to all new patients.

Professional Conduct

Respectful communication is expected at all times. Abusive or threatening behavior toward providers or staff will not be tolerated and may result in termination from the practice.

Unattended Children

Children may not be left unattended in the office at any time. PEP Wellness Center PLLC is not responsible for unsupervised minors.

Communication Policy

For urgent matters, call **(253) 559-0302**.

For emergencies, call **911** or go to the nearest emergency room.

Non-urgent matters should be communicated through the patient portal. Messages are typically returned within one business day.

Email is not used for clinical communication due to security concerns. Secure messaging platforms are utilized when appropriate.

Office Closures

Patients will be notified of scheduled closures in advance whenever possible. Telehealth services may be offered during inclement weather.

Feedback and Complaints

We welcome patient feedback and strive to address any concerns promptly and professionally. Grievances will be handled confidentially and respectfully.

IMPORTANT INFORMATION

- A valid photo ID and insurance card (if applicable) are required at the first visit.
- The initial visit is a consultation and does not guarantee prescriptions or form completion.
- Psychotherapy services are offered. If we are unable to provide the specific therapy you need, referrals will be provided.
- Medicare patients cannot currently be seen at this practice.
- We limit the use of addictive medications such as benzodiazepines and generally avoid prescribing high-dose or long-term Xanax.
- ADHD stimulant medications require appropriate evaluation and documentation.
- Controlled substances cannot be prescribed during an initial telehealth visit without a prior in-person appointment.
- PEP Wellness Center PLLC generally requires an in-person evaluation before initiating controlled substances. Telemedicine prescribing may be considered only when permitted by applicable state and federal regulations.

Changes to Policies

PEP Wellness Center PLLC reserves the right to update these policies at any time. Updates will be communicated to patients as needed.

Acknowledgment:

By continuing care with PEP Wellness Center PLLC, patients agree to abide by the policies outlined above.