



OFFICE POLICIES AND PROCEDURES

INSURANCE:

Hypermobility MD does not contract with any insurance provider or accept insurance payments.

We regret the negative impact this has on patients but caring for our patient population using the insurance model is not feasible. We do ***not*** submit medical claims on your behalf; however, we will provide you with a superbill (upon request) that you may submit to your insurance company for possible reimbursement. Reimbursement varies greatly depending on your out-of-network coverage.

Dr. Bluestein does not participate in the Medicare or Medicaid programs. If you are a Medicare or Medicaid member and wish to become a patient of the Hypermobility MD, you will be required to sign additional paperwork required by Medicare / Medicaid. This agreement is to ensure that you are aware that no Medicare or Medicaid payment will be made to you or to Hypermobility MD for the services provided by Dr. Bluestein, even if such services are covered by Medicare or Medicaid.

Laboratory, imaging, and other testing as well as medications and therapies ordered by out-of-network providers are covered by most insurance companies, but it is your responsibility to verify whether this is the case for your specific plan.

Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.

Updated 04/22/2024

CARE AGREEMENT:

We understand that these disorders cause many symptoms and that they may be severe and disabling. Chronic illnesses take time, patience and trial and error to achieve any meaningful improvement. Hypermobility MD is designed to provide chronic disease management, **not acute care**. **You must have a primary care provider**. If you have a new symptom(s), you should be evaluated by your primary care provider to be sure that you do not have a new, unrelated problem. If you have worsening and/or acute symptoms you are concerned about, call 911 or be evaluated by the nearest urgent care facility or emergency department.

Medication changes and initiation of any new medication will be made **during office visits after an appropriate evaluation** and not over the phone, the portal or by asking Dr. Bluestein if she can prescribe a medication.

OFF LABEL TREATMENT DISCLOSURE:

Medications prescribed are often “off-label” as there are no FDA approved treatments for Ehlers-Danlos Syndromes and related conditions. This means that medical literature supports the use for another condition or body part, but the treatment was not specifically designed for the treatment of the condition being treated. Medications and supplements prescribed may also be contraindicated in pregnancy. You therefore must inform us if you are pregnant or attempting to become pregnant.

PAYMENT:

All appointments must be paid in full at the time of booking.

Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.

Updated 04/22/2024

NO SHOW AND LATE CANCELLATION POLICY:

Any appointment cancelled more than 2 business days ahead of the scheduled time may be rescheduled free of charge. The amount paid at the time of booking may be applied towards a future appointment. Cash or credit card refunds will NOT be given. Any no-show or cancellation less than 2 business days prior to the scheduled appointment time will not be refunded or rescheduled.

GUARANTEE:

Although Dr. Bluestein has a very high success rate in making diagnoses and finding treatments that lead to an improvement in quality of life, she cannot guarantee your health will improve because of care with Hypermobility MD. As with everything in medicine (and life), nothing is 100% successful.

ELIGIBILITY:

Initial visits are performed in person currently in Colorado (CO) or Wisconsin (WI). **You may have follow-up visits conducted via telemedicine if you are physically sitting in CO or WI at the time of the virtual appointment.**

TELEMEDICINE CONSULTATIONS:

The limited number of providers knowledgeable in these diseases and disabling nature of these conditions have created barriers to care for many patients. To reduce these barriers, Hypermobility MD offers remote care for **eligible** patients via telemedicine. Telemedicine appointments are available for follow up for patients who have seen Dr. Bluestein **in person**

Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.

Updated 04/22/2024

in the past year. Telemedicine visits are designed for ongoing management of previously diagnosed conditions. We are unable to guarantee that there will not be a data breach during telemedicine visits. By scheduling a telemedicine appointment, you understand and accept the small risk of a data breach. You also understand and accept that there may be some limitations to care due to the inability to perform a physical examination or complete vital signs.

LATE ARRIVAL:

If you are late for your scheduled appointment time, you will be seen for the remainder of your scheduled appointment time and billed for the entire appointment. Carefully note the time zone of your scheduled appointment.

MESSAGING:

Our priority is to provide the best care we can to patients. Portal and other messages are to be used for **non-urgent, logistical matters only and are not a replacement for scheduled visits**. If you have an urgent or emergent matter, please go to the closest emergency department or urgent care. If you have any other situation or question, you will need to schedule an appointment.

If your chart needs to be opened to reply to a portal message, a \$50 fee will be charged to your credit card on file. For example, if you ask a question regarding a lab finding or a medication you are taking, you will be charged \$50. If you ask to change your next appointment, there will not be a fee. Portal messages do not take the place of appointments. If your question requires an appointment, you will be advised to schedule an appointment.

Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.

Updated 04/22/2024

PRIOR AUTHORIZATIONS, APPEALS, LETTERS OF MEDICAL NECESSITY POLICY:

There are no FDA-approved treatments for the Ehlers-Danlos Syndromes, dysautonomia, or mast cell activation syndrome (MCAS) and these conditions are poorly understood by insurance companies. As a result, insurance companies often request extensive and time-consuming documentation to consider approval of many of the treatments used for these conditions. The number of these requests for our patient population far exceeds that of most other practices and you must therefore schedule an appointment for this service. If your insurance company requests a "prior authorization," a "letter of medical necessity," an "appeal," or a "peer-to-peer" physician consultation for medications, infusion therapy, laboratory tests, procedures, or other care, you need to schedule an appointment during which time this paperwork will be completed. If a prior authorization is requested outside of a scheduled office visit, Dr. Bluestein charges \$400 per hour to perform this service. You will have the option of having Dr. Bluestein complete this service or seeking an alternative solution. There is no guarantee that your insurance company will decide in your favor because of our actions, but we will make every effort to get the care you need approved. We do have a high success rate, but it is not 100%.

DISABILITY AND ACCOMODATION FORMS:

The focus of our practice is to help you live as full and rewarding a life as possible and thus, it is not our intent to complete disability forms, especially if you are new to the practice. If you request the completion of forms for disability accommodations, these will be handled **during visits only and at Dr. Bluestein's discretion**. We recommend asking your primary care physician to complete forms as most primary care providers get significantly fewer requests than we do given the high severity of illness of our patient population. If your primary care physician is not able or willing to complete the form, you are encouraged to complete as much of the form as possible in advance of your appointment to reduce the provider time required to complete the form.

Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.

Updated 04/22/2024

LETTERS:

If you need a letter drafted, these may be done during appointments as well. You may draft the letter yourself to reduce the provider time required.

OUTSIDE CONSULTATIONS:

Medical providers or staff:

Dr. Bluestein may discuss your case by telephone or email if needed with an outside medical provider free of charge if this consultation is initiated by the outside provider and they provide a convenient way to access them (i.e. cell phone or email), rather than a generic clinic, urgent care, or ED phone number. By signing this document, you consent to Dr. Bluestein's reply to any outside provider's email or phone call on your behalf and understand and accept that email is not 100% secure and there is some risk of a data breach. If you do not wish for Dr. Bluestein to respond to outside provider's emails or telephone calls about you, we will need notification in writing.

Non-medical personnel:

If you request Dr. Bluestein perform a consultation with an attorney, school staff, or other non-medical personnel, these will be scheduled as non-medical appointments and charged accordingly. These consultations must be approved and initiated by the patient or legal guardian. By signing this document, you consent to Dr. Bluestein's reply to any outside provider's email or phone call on your behalf and understand and accept that email and telephone communication are not 100% secure and there is some risk of a data breach.

RESEARCH:

Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.

Updated 04/22/2024

Dr. Bluestein does not charge for any time spent researching medical literature or other resources to improve your quality of care.

TEST RESULTS:

Routine lab test results may not require an appointment if they are normal. If there are laboratory abnormalities, however, **a follow up appointment must be scheduled so that these results and their potential implications may be properly communicated with you.** It is your responsibility to schedule follow-up appointments to discuss laboratory/imaging results. It is important to schedule your results review follow-up appointment at an appropriate time interval that will allow all ordered tests to be resultated prior to your appointment. For some specialty tests, results can take as long as 6 weeks to be finalized.

LABORATORY, RADIOLOGY AND OTHER PROCEDURES:

We do not guarantee that recommended laboratory studies, imaging studies, or procedures will be reimbursed by your insurance company. It is your responsibility to ensure that laboratory tests, procedures or other tests ordered by the Hypermobility MD are covered by your insurance policy prior to these studies being completed.

PRESCRIPTION REFILLS:

Routine Prescription Refills:

Prescriptions are ordered as medically appropriate **during scheduled office visits.** It is your responsibility to be sure you do not run out of your medication prescribed by Dr. Bluestein by scheduling office visits at appropriate intervals. The frequency of recommended follow-up visits depends on the stability of your condition and the medication(s) prescribed. **Prescription refills are intended only for patients who are being seen on the prescribed schedule.** Prescriptions initiated by another provider

Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.

Updated 04/22/2024

should be refilled by that provider unless Dr. Bluestein agrees to take over the prescription. Make refill requests during scheduled appointments to avoid administrative fees for between appointment requests (\$35 per prescription). You must contact the office directly with any refill request. Complex prescription requests are only available at scheduled appointments.

New Prescriptions:

A new prescription or one recommended by another physician requires an in-person or telemedicine appointment.

Controlled Substances:

To receive prescriptions for controlled substances (e.g., benzodiazepines, non-opioid analgesics, opioid analgesics, and stimulants), you must have in person or telemedicine appointments **at least every three months**. You may also be asked to keep an up-to-date Controlled Substances Agreement with our office.

MEDICAL RECORDS RELEASE:

You are responsible for obtaining your medical records from other health care providers/facilities. Medical records from another physician or office can only be released to us with your authorization by completing a HIPAA authorization form. Please contact your other health care provider to obtain the records that you believe are pertinent to your Hypermobility MD evaluation.

MEDICAL RECORDS:

*Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.
Updated 04/22/2024*

Your Hypermobility MD records are available on our patient portal. Laboratory and other study results can be obtained from the testing facility. If you request that we copy your medical records, you may be charged according to regulatory guidelines.

RECORDINGS:

Visits may NOT be recorded without the written permission of Doctor Bluestein.

FREQUENTLY ASKED QUESTIONS:

Q: As a new patient, how do I know which level to choose?

A: Please read the descriptions and these examples carefully.

Gold – Patient newly diagnosed with EDS and wants a few suggestions for improving low to moderate levels of pain. The patient is not taking medication and does not have a complicated medical history.

Platinum – Patient seeking a diagnostic evaluation for EDS or HSD. Wants to discuss pain, fatigue, and poor sleep. Patient takes a few medications and has several problems in their medical history.

Diamond – Patient seeking a diagnostic evaluation for EDS or HSD and MCAS or POTS. Wants to discuss pain, fatigue, dizziness, and gastrointestinal problems. Takes multiple medications and has multiple medical problems in their medical history.

Q: How do I get questions answered between appointments?

A: Keep a list of questions between visits to address at your next appointment.

Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.

Updated 04/22/2024

Q. How do I prepare for appointments?

A: There is information Dr. Bluestein MUST have for every appointment to properly evaluate and treat you. Prior to every appointment, visit <https://hypermobilitymd.md-hq.com> and complete all forms and required documents with a red exclamation point.

At least 48 business hours prior to your appointment, "QUESTIONNAIRES" MUST be submitted and "MY MEDICATIONS", "MY SUPPLEMENTS", "MY ALLERGIES" and "MY VITAL SIGNS" must be completed /updated.

Q: Why do you need this information 48 hours in advance?

A: If you submit the information less than 48 hours prior to your appointment, Dr. Bluestein may not be able to review your information before your appointment. Therefore, valuable time may be spent during your visit updating this information.

Q: What if my appointment is on a Monday?

A: If your appointment is on a Monday, this information is required by Friday morning at 9:00 am Mountain Time.

Q: How do I update my supplement list?

A: Remove supplements you are no longer taking from your supplement list and add any new ones.

Q: How do I update my medication list?

A: Add ALL medications into the secure online portal. If you need any medications removed, send us a portal message with the medications you stopped taking. The online portal will not allow you to remove medications.

Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.

Updated 04/22/2024

Note: If you are taking *anything* differently than is on the list shown on the portal, please update the list so it is completely accurate. This is necessary to provide you with quality care.

Q: How do I get my medications refilled?

A: If you need refills of any medications prescribed by Dr. Bluestein, bring that list to **each** appointment to avoid refill fees.

Q: Is there anything special I need to do for a virtual (online) telemedicine appointment?

A: If you are scheduled for a VIDEO visit, you must ALSO:

1. Attest to being in CO or WI at the time of the visit
2. Submit "MY VITALS" (blood pressure, pulse) within 7 days of the appointment. If your height and/or weight has changed, submit that information also.

PRESCRIPTIONS WILL NOT BE PROVIDED WITHOUT THE ABOVE REQUIRED INFORMATION.

3. Log onto our video platform, Doxy (on the right-hand side of the above website), at least 10 minutes prior to the start of your appointment
4. If you have parties joining from separate locations, Zoom can be used instead of Doxy. However, note that Zoom is not HIPAA compliant. Please notify us at least 24 hours in advance so we can prepare accordingly.

Q: What else is expected of me?

A: You agree to read all emails and portal messages from our office. You may need to add our email to your contacts, so our messages don't go into your spam folder. By signing this

Information contained in this document may be confidential, and all rights are reserved to Hypermobility MD. This document cannot be shared with written permission.

Updated 04/22/2024

form, you agree to supply all requested information – forms, current lists of medications, supplements, allergies, and vital signs.

Q: How do I share information I want reviewed during my appointments?

A: *Pertinent* documents may be uploaded to the portal (e.g.: encounter notes, laboratory, and imaging results). **Upload these as pdfs only – not as image files.** Please submit all materials at least 7 days prior to your appointment to allow adequate time for review. Anything submitted within 7 days will be reviewed during your appointment. Documents that are determined to be not pertinent to your care will not be reviewed.

Q: What additional documentation is required for my first appointment?

A: You will be sent forms to complete. Please follow the directions exactly as they are written.

*Information contained in this document may be confidential, and all rights are reserved to
Hypermobility MD. This document cannot be shared with written permission.*

Updated 04/22/2024




H Y P E R M O B I L I T Y M D

(P) 720-588-2214 | (F) 715-972-8152 

info@hypermobilitymd.com 

8091 Shaffer Parkway, Suite B | Littleton, CO 80127 

www.hypermobilitymd.com 

APPOINTMENT OPTIONS AND RATES

Locations

In person appointments are available in Wisconsin (Green Bay) and in Colorado (Arvada and Littleton). Your first appointment **MUST** be in person. To be an active patient and receive prescriptions, lab orders, treatment recommendations, etc., you must be seen in person **at least once** every 12 months.

New Patient Options

There are three packages to choose from. Select your package carefully to closely match your needs. For example, a Gold Package should **ONLY** be scheduled for discrete, straightforward concerns. Dr. Bluestein’s schedule is very full, and time will NOT be able to be extended during your visit beyond your preselected package. All initial consultations include a follow-up visit **that must be scheduled within 2 months**. This policy is strictly enforced.

Package	Medical Complexity	Initial Visit Length	Follow Visit Length	Price
---------	--------------------	----------------------	---------------------	-------

Updated 04/22/2024

		(minutes)	(minutes)	
Gold	Single Medical Issue	90	25	\$1500
Platinum	2-3 Straightforward Medical Issues	150	50	\$2000
Diamond	Complex Medical Issue(s)	210	90	\$2500

Times listed above are your face-to-face time with Dr. Bluestein to review outside records and your medical history as well as perform a physical examination. You will receive as much education and initial recommendations for management strategies as time allows.

Times listed above do not include additional time spent by Dr. Bluestein in creating a detailed encounter note and gathering additional information about your case as needed. The Diamond Package involves about 8-10 hours of Dr. Bluestein's time, the Platinum Package about 6-8 and the Gold Package approximately 4-6 hours.

Follow Up Visits for Existing Patients

Dr. Bluestein has formulated a comprehensive treatment program with which periodic visits (usually at intervals ranging from one to three months) achieve the highest level of success. It is your responsibility to schedule these appointments at the recommended intervals. Follow-up non-compliance may negatively impact your outcome and, per Dr Bluestein's discretion, may lead to discharge from the practice.

Most follow-up visits are scheduled for 50 minutes of face-to-face time. We may offer you a 25-minute appointment if a very brief matter arises. Please book a 105-minute session if you have several matters you would like to discuss with Dr. Bluestein.

Face-to-Face Duration (minutes)	Price
25	\$325
50	\$500
105	\$900

If you are unable to travel to Wisconsin or Colorado for your initial appointment, there are other options to work with Dr Bluestein one-on-one. Visit this page for details:

<https://www.hypermobilitymd.com/educoaching>