HYPERMOBILITY MD

225 S. Executive Drive, Brookfield, WI 53005
715-600-1722 Phone, 715-972-8152 Fax

Linda Bluestein, M.D.
HypermobilityMD.com

OFFICE POLICIES AND PROCEDURES

RATES:

Fees are straightforward, transparent, and simply based on duration of your appointment.

There are no hidden fees, monthly fees, membership fees or credit card fees.

There is no additional fee for your first visit.

Fee Structure

- 50-minute appointment or information session $400 (initial or follow up)
- 105-minute appointment or information session $800 (initial or follow up)
- 25-minute appointment or information session $225 (follow up only)
- Information Sessions (I-Session) may be scheduled for any of the above options (see Out-of-State section below for more details)

INSURANCE:

Hypermobility MD does not currently 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 as it currently exists is not sustainable. 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.

CARE AGREEMENT:

We understand that these disorders cause a large number of 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 in order 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.

PAYMENT:

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

NO SHOW AND LATE CANCELLATION POLICY:

Any appointment cancelled more than one business day 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 one business day 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 as a result of care with Hypermobility MD. As with everything in medicine (and life), nothing is 100% successful.

TELEMEDICINE CONSULTATIONS IN-STATE PATIENTS:

The limited number of providers knowledgeable in these diseases and disabling nature of these conditions have created barriers to care for many patients. In an effort to reduce these barriers, Hypermobility MD offers remote care for eligible patients via telemedicine. Current regulations allow telemedicine visits for any patient who resides in the state of Wisconsin, Washington State, or Colorado or has seen Dr. Bluestein in person in the past. Out-of-state and out-of-country residents, please see below. We are unable to guarantee that there will not be a data breach during telemedicine visits. By scheduling a teleconsultation, 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.

OUT-OF-STATE AND OUT-OF-COUNTRY SERVICES:

People residing outside of Wisconsin, Washington State, or Colorado and out-of-country may schedule a Personalized Information Session (I-Session). I-Sessions are for educational and informational purposes only and do not take the place of medical care to diagnose or treat a medical condition or disease. The information provided during an I-Session does not establish a doctor-patient relationship between you Dr. Bluestein. Use the New Registration link on the Hypermobility MD website (Medical Services Page) to complete the necessary paperwork and indicate that you are interested in a Personalized Information Session.

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.

MESSAGING:

Our priority is to provide the best care we can to patients. Portal and other messages are intended for **non-urgent, straightforward and logistical matters only**. 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, please schedule an appointment.

PRIOR AUTHORIZATIONS, APPEALS, LETTERS OF MEDICAL NECESSITY POLICY:

There are no FDA-approved treatments for dysautonomia, mast cell activation syndrome, or the Ehlers-Danlos syndromes 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 may schedule an appointment during which time this paperwork will be completed. There is no guarantee that your insurance company will decide in our favor as a result 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%.

FORMS:

Forms will be completed during appointments if requested including disability, detailed school or work forms, public service requests, FMLA forms, etc. 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.

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. We will then edit the letter if needed, print the letter on letterhead and send to you.

OUTSIDE CONSULTATIONS:
Medical providers or staff:

Dr. Bluestein will 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 of 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, please let us know and we will make note of this in your electronic chart.

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:

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

TEST RESULTS:

Routine monitoring labs (CBC and CMP) for patients on infusion therapy or certain oral medications do not require an appointment if they are normal. If there are important 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 this results review follow-up appointment. Dr. Bluestein will review your labs when they are provided to her for urgent issues and you will be contacted if she has any urgent concerns, but she will reserve discussion of all other results for your follow-up appointment. Please be sure to schedule your results review follow-up appointment at an appropriate time interval that will allow all ordered tests to be resulted 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 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. The frequency of recommended follow-up visits depends on the stability of your condition and the medication(s) prescribed. Prescriptions initiated by another provider should be refilled by that provider unless Dr. Bluestein agrees to take over the prescription. 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. Please make refill requests during scheduled appointments in order to avoid administrative fees for between appointment requests ($25 per prescription). Complex prescription requests are only available at scheduled appointments.

New Prescriptions:

A new prescription or one recommended by another physician requires an office visit or telemedicine visit.

Controlled Substances:

In order to continue receiving prescriptions for controlled substances (e.g. tranquilizers, non-opioid analgesics, opioid analgesics and stimulants), you must have an office visit or telemedicine visit *at least* every three months. You may also be asked to sign a 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:

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, there will be charges according to the guidelines set by the Department of Health Services for the state of Wisconsin.

RECORDINGS:

Visits may NOT be recorded without the written permission of the Hypermobility MD.