



ZenBees Psychiatry and Wellness Services, LLC.

Frederick location: 180 Thomas Johnson Drive, #100, Frederick, MD 21702

Easton location: 7 S Park Street, Easton, MD 21601

Phone: 410-693-7401

Fax: 534-429-4341

Email: Zb@zenbeespsychiatry.com

Patient Information/Office Policy

- **We're in network with: Cigna/Evernoth, Care First BlueCross Blue Shield/BCBS federal employees, CF/Anthem, Aetna, UHC/UMR, Optum, Medicaid, Medicare, John Hopkins Health Care (U.S. Family Health Plan (USFHP) or Medicare Advantage**



Medicare

Patients Information and Office Policy

We also offer in-person appointment, limited availability, contact us for more information.

New patient: Inquire about new patient intake forms and submit via email/fax or Carepath Portal:

We look forward to working with you.

Prior to your appointment, please Review Our Office Policies: Contact us if you have any questions in regards to our office policy patient information packet, payment policy, confidentiality, telehealth and HIPAA policies.

Please familiarize with patient rights/HIPAA, office policy and telehealth consent prior to your appointment, PDF files are available upon request:

Patient Office and Practice Policy

Authorization for Release of Confidential Information

Telehealth Consent

HIPAA

Proof of Insurance: All copays and deductibles must be paid prior to your appointment. All participants must complete our patient information form before seeing the provider. We must obtain a copy of your driver's license and valid insurance card to provide proof of insurance. If you fail to provide the correct insurance information in a timely manner. You may be responsible for the balance of a claim.

For Clients with out of network insurance, you have the following options: Pay the session fee in full until you reach your out of network deductible amount, after the deductible is reached, you will pay a portion of the cost and your insurance provider will pay the remainder. Please contact your insurance provider to verify this out of network portion.

If you do not have out of network benefits, you can pay out of pocket for the services provided. Out of pocket/private pay are available to clients who have no insurance, out of network, or choose not to use your insurance coverage and opted to pay privately for the services.

Payments: co-pays, co-insurance and out-of-pocket fees are due at the time of your scheduled service session. To facilitate the check in/checkout process in an efficient manner. We require patients to keep a credit card on file for expedite check out. At first visit, you will submit a credit card of your choice, including a Health Saving card (HSA) or Flexible Spending Account (FSA). Copay will be collected during or after the session is completed. Outstanding balance, no show fees will be charge per occurrence, a receipt will be emailed to you.

After your insurance has paid their portion, we will notify you via email of the balance owed, charge the balance owed to your card on file, and email a receipt for the charge. Your credit card information will be fully protected by card-processing partner Complete Merchant Solution as required by industry standards (Payment Card Industry Data Security Standard – PCI-DSS).

Fees

Initial evaluation	1 hour	\$275*
Medication management follow up	30 minutes	\$160*
Brief visits	<30	\$60-140*
Forms/letters	Brief	Start at \$25*

*Any extended sessions exceed the allotted time will be billed additional charge based on time spent, rounded to the nearest 15-minute interval, for consultations/visits conducted in person/telehealth/ telephone, and time spent reviewing, preparing, and/or writing reports.

We require a 48-hour cancellation notice for all scheduled appointments. Please call 410-693-7401 or email zenbeespsychiatry@gmail.com if you need to cancel or reschedule an appointment. For appointments that were cancelled less than 48 hours a \$120.00 late cancellation fee applies. If a client is a no-show to a scheduled appointment a \$120.00 no-show fee applies.



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Contact US: 410-693-7401

or 240-673-2535

Fax: 534-429-4341

Email: zb@zenbeespsychiatry.com Or intake@zenbeespsychiatry.com

