

Please see below for Dr. Halpert's office policies. Questions about insurance, finances, and billing can be directed to: [billing@sarihalpertmd.com](mailto:billing@sarihalpertmd.com)

### Telehealth:

1. Dr. Sari Halpert is licensed in **NY, NJ, PA, CA, CT, and Washington DC only**. By law, you must be physically located in one of these states at the time of your appointment. You are responsible for rescheduling your appointment with at least 48 hours notice if your plans change and you will be out of state. If you sign into the session and you are not in one of these states, Dr. Halpert will have to end the video call and you will be charged for the session.
2. Please ensure that you have an appropriate space that is quiet and private before logging onto your session. For example, **please do not log on if you are driving** (sitting in a car is fine) or walking around in a crowded area. This policy is in place to ensure that Dr. Halpert can provide you with the best care and attend to your needs in a safe manner. If you have an extenuating circumstance, please feel free to reach out before your session to discuss this.

### Medication questions and refills:

1. Dr. Sari Halpert is available over email for questions and medication refills between appointments. In the event that your question or concern cannot be adequately addressed over email, Dr. Halpert may ask you to schedule an appointment to discuss further. Emails received on nights/weekends are addressed on the following business day. In the event of an emergency, please first call 911 and then call Dr Halpert's office. Do not use email for urgent issues.
2. Dr. Halpert does not respond to automated prescription refills from pharmacies as these are often sent in error or contain incorrect information. If you need a refill for your medication, please contact Dr. Halpert directly.
3. Please keep track of your refills and send requests in a timely manner, **at least 48 hours** before your current prescription ends. **Please always check with your pharmacy first** to see if you have additional refills on file with them before reaching out to Dr. Halpert.

### Fees and Billing:

1. The initial evaluation is an extended session, typically between 75-90 minutes, and the fee is \$750. Follow up 45 minute sessions (psychotherapy +/- medication management) are \$450. In select cases, for adults only, medication management sessions for 30 min/\$425 are available.
2. All patients must have a credit card on file, even those opting to pay via Zelle or Venmo. You will be billed on the 1st of the month for any sessions conducted the previous month. For example, if you had a session on February 12th, your credit card will be charged on March 1st.
3. If you pay using your credit card on file, you will receive a receipt with the details necessary to submit to your insurance company if you have out-of-network benefits. If you opt to pay via Zelle or Venmo, you will receive an invoice and payment is requested within 5 days. In the event of non-payment, your credit card on file will be charged.
4. If you are experiencing financial hardship, please reach out to [billing@sarihalpertmd.com](mailto:billing@sarihalpertmd.com) to discuss a payment plan.

### Miscellaneous:

1. Patients taking controlled substances must be seen (at a minimum) of every 3 months.
2. If your medication requires a prior authorization, please be aware that this process can take up to 3 business days to be processed by your insurance company. Please be aware that Dr. Halpert does not complete prior authorizations for medications that are generic and under \$25/month, except in situations of financial hardship. If the prior authorization is denied and you request that Dr. Halpert engage in the appeals process, please be aware that this is a time-consuming process and is billed at Dr Halpert's hourly rate, except in cases of financial hardship.
3. **Cancellation policy:** Please provide 48 hrs notice if you need to cancel or reschedule your appointment. Appointments cancelled within 48 hours are charged at the session rate.

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Client Signature

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Date