

## Patient Enrollment Terms of Engagement

**Thank you for your interest in enrolling or continuing as a patient at the Bateman Horne Center (BHC). The following terms must be agreed to in order to proceed with participation at BHC:**

- The demands for patient care far exceed the capacity of Bateman Horne Center. Every new application will go through an individual screening and review process to determine eligibility for clinic or research participation.
- Patients will be assigned to a BHC provider and may spend time with other BHC providers as needed.
- Eligibility for research participation at our clinical research center does not guarantee acceptance as a patient in the clinic.
- BHC is a specialty practice and will not assume routine chronic primary care; we expect every patient to have a primary care provider.
- Patients on chronic daily opioid pain management will not be admitted for research participation or as a new clinic patient.
- We may exclude patients with multiple complex medical or mental health problems in addition to the diagnosis of ME/CFS or FM at the discretion of the medical panel.
- We rely on timely release of medical records, updated questionnaires and signing of the patient Terms of Engagement form. This includes permission to access medical records, updated medical history and questionnaires, and signing of this or other required documents.
- ***New Patients Only:*** Medical records must be provided in a timely manner as requested.
  - You will be contacted by a BHC scheduler and provided access to an online portal to complete a series of questionnaires and medical history.
  - This information must be completed in full within one week of receiving access. Your appointment will not be confirmed until this information is received.
  - Upon request, a BHC volunteer may be able to assist you in navigating this requirement.
  - A BHC case manager will then assess your information and request your assistance in obtaining necessary medical records (e.g. (labs, medications, imaging, sleep studies, etc.).
- Financial responsibilities for each patient are as follows:
  - **BHC Membership Fee:** An annual fee will be assessed for all new and renewing patients at BHC. The *new patient* fee arrangements must occur before the first appointment.
    - A minimum of 25%, but not less than \$500, of the new patient fee is due and must be paid before you are given access to the medical profile portal. This is a non-refundable deposit.

- The remaining balance of the new patient fee must be paid two weeks prior to your first appointment.
- Medical profile is to be completed within one week. Your appointment will be set once the profile information is received.
- Renewal fees for *existing patients* are billed on the 1<sup>st</sup> day of the calendar month of the patient’s established BHC anniversary date. The anniversary date for *new patients* is the date of your initial BHC visit.

These fees are separate from and in addition to insurance-contracted allowable items and cover participating in BHC’s resource network and the services and benefits not included in insurance contracts.

- **Insurance and Cash-Only Payments:** For reimbursable insurance-contracted services, each patient has the same responsibility for meeting their deductibles and co-pays. If a patient does not have insurance, a cash-only equivalent for applicable services will be quoted and is due at the time of service delivery. These items are not covered by the Membership Fee.
- **Special Financial Circumstances:** Individuals with special financial circumstances and/or are receiving benefits from a federal or state program (e.g. SSDI, SSI, Medicare, or Medicaid) may request a consultation with the business office to determine eligibility for a sliding scale reduction of the Membership Fee.
- Your BHC provider will determine the appropriate number of in-person or virtual-visits or recommend other services in helping you manage your individualized care plan. All follow up appointments will be under the insurance and cash-only payment guidelines above, except for virtual visits which are cash-only and billed at a similar rate to the in-person follow up visits. BHC will provide a superbill for those seeking reimbursement from their insurance carrier for virtual visits.
- Accounts or payment arrangements must be current before appointments can be scheduled.
- Patients must bring a **valid personal ID and current insurance card** to each visit.
- If a patient does not show up for a scheduled appointment, this is considered a “no show”. “No shows” and “late cancellations (less than 48 hours)” may be charged a fee. A patient with three (3) “no shows” may be released from BHC.

I have reviewed, understand, and agree to the BHC Terms of Engagement.

Patient Name	Signature	Date
Name of Guardian or Financially Responsible Person (if applicable)	Signature	Date
	Relationship to Patient	