



## Melt The Ice Policies

- Melt The Ice abides by HIPAA regulations to ensure your confidentiality.
- Melt The Ice works cooperatively with other treatment team members with your written consent and will refer you to appropriate resources if/when your situation requires.
- Melt The Ice responds to emails or phone calls during normal business hours within 24 hours. Normal business hours are Wednesday through Sunday. Emails or phone calls received after 4pm on Sunday are addressed during normal business hours on Wednesday unless urgent in nature. Urgent requests outside normal business hours are addressed in 24-36 hrs. Melt The Ice, LLC does not provide emergency services. To not compromise your safety, if you do not get a reply from Melt The Ice in adequate time for your needs; please be evaluated at the nearest emergency department
- For payment, we accept cash, check, credit card. Melt The Ice paid invoices include all the necessary codes/documentation for you to submit to your insurance company as an out of network provider.
- Late Cancellations (less than 24 hrs notice) and No Shows are subject to a late cancellation/no show fee currently at \$50.
- More than 5 (Five) late cancellations or no shows are subject to review for possible termination of services with Melt The Ice, LLC.
- No communication from the patient for more than 90 days after a late cancel, no show, or reschedule request with no follow through from the patient on rescheduling is subject to a review as "Abandonment of Treatment" and can lead to termination of services with Melt The Ice, LLC
- If more than 1 (one) year from a previous appointment, this is automatic discharge from Melt The Ice, LLC services. In this regard, services may be resumed but as a New Patient. If there is a waiting list, you will be added to the waiting list to resume services as New Patient appointments are available.