

OFFICE POLICY STATEMENT
RAYA ALMUFTI ABRAHAM, M.D.

650-364-7900
RAYA@DRRAYA.COM

Appointments

All sessions are by appointment only. The initial 75 minute evaluation (60 minutes if you have Aetna or Cigna) includes a review of any pertinent medical records and collateral phone contacts as indicated. Psychotherapy sessions are 45 minutes long, and follow-up medication sessions are 20-25 minutes long. Please arrive on time, as sessions cannot be extended if you arrive late.

We will discuss the optimum frequency of appointments. If we are meeting for medication management only (ie. if you already have a psychotherapist), we will usually meet once every 1-2 months, but we will need to meet at minimum once every 3-4 months even if you are stable on your medications. We will try, whenever possible, to deal with any medication refills during appointments.

Your appointment time is scheduled exclusively for you. Please notify me as soon as you become aware that you will be unable to keep your appointment. A 24-hour notice is required to avoid being billed for the missed appointment.

Fees/Insurance

My fees are as follows: \$375 for the initial 75 minute evaluation, \$210 for a 45 minute session, and \$150 for a 20-25 minute medication follow-up. I re-evaluate my fees each fall. I do not charge for brief phone contacts, however, you may be billed in proportion to my regular fee for telephone contacts more than 10 minutes. Please consider preparing your payment before the session so that we don't have to take time out of your session. A \$30 fee will be charged for returned checks.

Payment in full is requested at each session by check or cash, and I will be happy to provide you a detailed invoice with all the pertinent information to submit to your insurance company. It is often a good idea to contact your insurance company to inquire about their reimbursement policy for "out-of-network providers."

Aetna and Cigna are the only insurance companies I am contracted with, so if you have either of these insurances, please contact them to confirm your coverage benefits and any deductibles you might be responsible for meeting. You will be responsible for your co-pay at the time of the visit, and I will bill Aetna or Cigna for the remainder. In the event that Aetna or Cigna does not pay for your visits or if your insurance changes or is terminated during your treatment with me, you agree to be financially responsible for the visits.

Availability

I check my phone messages frequently during the day and less often after hours and on weekends. While I will respond as quickly as I can, it may not be possible for me to return your call immediately. I welcome Email correspondence for routine and non-urgent matters. Issues of a clinical or urgent nature should be left on my voice mail, as I do not check email as frequently. If you are having an emergency, please call San Mateo Crisis at 650.579.0350 or visit your nearest emergency room.

Confidentiality

Unless you give explicit written authorization for release of information, your treatment is strictly confidential with the following exceptions: If you pose an imminent danger to yourself or others, if you are unable to take care of yourself due to mental illness, in cases of suspected child abuse, and under certain court-ordered circumstances. By signing below, you acknowledge receipt of a copy of this policy and agree to its terms.

Signed _____ Date _____