

## **MPS Mental Health – Terms of Service**

These Terms of Service govern the provision of mental health services by MPS Mental Health. By scheduling or receiving services, you agree to these terms.

### **1. Telehealth Services and Location Requirement**

All services are provided via secure telehealth technology. Clients must be physically located within the State of Ohio at the time of each appointment. Services cannot be provided if a client is located outside Ohio, regardless of residency or permanent address. Appointments may be canceled or rescheduled if this requirement is not met.

### **2. Scope of Services and Emergencies**

Services are outpatient in nature and provided within the scope of provider licensure. MPS Mental Health does not provide emergency, crisis, or inpatient services. If you are experiencing an emergency or feel unsafe, call 911 or go to the nearest emergency department.

### **3. Fees, Copayments, and Payment Responsibility**

Copayments and other patient responsibility amounts are due at the time of the appointment. Insurance verification is completed as a courtesy and does not guarantee coverage or payment. Clients remain responsible for any charges not covered by insurance.

### **4. Missed Appointments and Late Cancellations**

Appointments are reserved specifically for each client. Missed appointments and late cancellations limit access to care for others. The practice reserves the right to charge a reasonable fee for missed appointments or late cancellations. Fees may be waived at the practice's discretion and are not charged when prohibited by law, including for Medicaid-covered services.

### **5. Repeated Missed Appointments and Scheduling Restrictions**

A pattern of missed appointments may interfere with effective treatment. A pattern may include, but is not limited to, multiple missed appointments within a twelve-month period or three consecutive missed appointments. In such cases, the practice may issue written warnings, place restrictions on scheduling, or discontinue services.

### **6. Billing Statements, Outstanding Balances, and Service Holds**

Statements are issued for balances owed by the client. If payment is not received after two billing statements, services may be placed on hold until the balance is resolved. While services are on hold, scheduling may be restricted. Services may resume once payment arrangements are made or the balance is paid in full.

## **7. Privacy and Medical Records**

MPS Mental Health complies with applicable privacy laws, including HIPAA. Clients receive a Notice of Privacy Practices describing how protected health information is used and disclosed. Access to medical records is provided in accordance with law.

## **8. Communication and After-Hours Boundaries**

Secure messaging through the patient portal is the preferred method of communication for non-urgent matters. Messages are generally reviewed during normal business hours. The practice does not provide 24-hour on-call or emergency coverage.

## **9. Administrative Discontinuation of Services**

The practice reserves the right to discontinue services for administrative reasons, including repeated missed appointments, nonpayment, or failure to comply with practice policies. When clinically appropriate, reasonable notice and referral information will be provided.

## **10. Acknowledgment**

By scheduling or receiving services, you acknowledge that you have reviewed and agree to these Terms of Service.