

Staff Administrative Procedures

Correspondence

New Referrals Communication

Potential referrals or referents can call 646-495-3078 or email info@nybhealth.com to schedule an initial appointment or to have specific questions answered.

Existing Client Communication

Time sensitive matters, i.e., critical messages that cannot wait until the next session should be handled exclusively by phone.

Clients are to call the number below and leave a voicemail for his/her clinician in the appropriate voice mailbox. Examples of time sensitive matters include a cancellation or running late to an appointment.

NYBH Phone/Fax Numbers

1. Potential Referrals or Referents: 646-495-3078
2. Existing Client Phone Number: 646-430-9415
3. Fax: 646-430-9417 (Please confirm with Ryan before sending a fax)

But the expectation to be communicated to clients by his/her clinician is that all matters (clinical and administrative) are to be addressed in session with his/her clinician. This practice helps to maintain appropriate boundaries and HIPAA compliance.

NYBH Staff need to use *67 (to hide their personal phone number from Caller ID) when calling clients and should not use email or text messages to communicate with clients.

If a client emails, texts, or calls a number other than 646-430-9415, the clinician should call the client or explain the phone policy during the next session. It is important for client care that clients understand that communication with staff needs to take place, in person, during sessions. In addition, the clinician should assess the function of the behavior, if calls become too frequent, and address it as a clinical issue when appropriate.

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Initial Setup & Checking Voicemail Mailbox

1. Call 646-430-9415
2. Press "*" at the greeting
3. Enter extension number and press "#"
4. Enter your PIN (which is "0000" the first time, change it)
5. Follow the prompts

HIPAA

Confidential client information should never be included in email communication with other staff members or any third party. Initials will be used, e.g., JXD.

Internal Staff Communication

We recognize that all NYBH Staff are busy, and will strive to minimize the need for time sensitive communication by handling things in person whenever possible and by scheduling conference calls, as it may not be realistic for clinicians to always be available by email and phone. Please use these email addresses for the appropriate communication:

Email Addresses

- 1) Calendar@NYBhealth.com = Calendar Change Request
- 2) ClaimCourtesy@NYBhealth.com = Insurance Claims Question
- 3) Bookkeeping@NYBhealth.com = Submitting billed hours for payment
- 4) Info@NYBhealth.com = Miscellaneous

*Always Cc: Absent@NYBhealth.com to ensure matters are handled when a vendor/staff member is sick/vacation.

Unfortunately texting cannot be supported. If email is unavailable, and the matter is time sensitive, staff can call Ryan (ext. 101).

Any staff members without email on a mobile device are encouraged to investigate if his/her text service allows for email using a particular email

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address (which are automatically assigned by most service plans). For example, see AT&T and Sprint's listed below.

- AT&T = 3475551212@mms.att.net
- Sprint = 3475551212@messaging.sprintpcs.com

Calendar Scheduling

Inputting Weekly Calendars

Staff members can edit their existing slots on Wednesdays at 12:00, until Thursdays at 12:00 pm. It is important that the calendar accurately reflects the schedule in the future, but also the past, i.e., no shows and cancellations should be edited during this time.

Calendar Example

All calendar entries should include the following items and the format in the example. The Calendar Key is listed below.

1. Title
2. Status
3. Staff attending

Example

JED (R) [S.Freud]

Calendar Key

Titles:

OPEN = open, i.e., therapist is available for the session and is expected to be able to be in the office with 24 hour notice

AWAY = closed, i.e., therapist is not available for session and not in the office

CLOSED = the office is unavailable (for office use, not staff)

JED = client initials, and when necessary Identification Number

SUPERVISION = supervision

Meeting Status:

(1x) = one time, not a recurring arrangement

(R) = recurring weekly sessions from here on

(A) = alternating, i.e., every other week, therefore the Regular schedule should list both alternating appointments (even if one is OPEN).

(i) = initial meeting (a.k.a., consultation appointment)

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(NR) = New Regular date/time for an existing client

(T) = terminating, this indicates the client will be leaving therapy for more than 4 weeks. The client will not be on the schedule moving forward.

(Charged) = full fee is billed to client, insurance coverage will likely not apply

(Medical) = medically excused absence with less than 24 hour notice, no charge

Calendar Requests

Scheduling changes that must take place outside of the therapy session can be handled by emailing Calendar@NBYhealth.com. Rescheduling/cancellations need to be infrequent, and when occurring more than that, the clinical implications should be considered and addressed as appropriate with the client.

Same day rescheduling cannot be accommodated, unless there is a clinical emergency. Please call the Clinical Director to make arrangements if there is a clinical emergency.

Calendar Request Format

Requests need to include:

1. Date
2. Time
3. Title of Current Meeting
4. Title of Change

Example

3-1-10, 7:00 pm - JED (R) -> OPEN (1x)

3-10-10, 6:00 pm - OPEN (1x) -> JED (1x)

Note. This first line only requests that the appointment on March 1st be listed as OPEN. If JED needs to be scheduled for another day, a second line is required.

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24-Hour Cancellation

If the client did not follow the 24-hour cancellation policy, it is still important to make the Calendar Request to correct the note on the calendar:

Calendar Request:

3-1-10, 7:00 pm - JED (R) -> JED (Charged) (1x)

If a 24-hour cancellation policy is medically excused, it is still important to notify the coordinator as soon as possible, and also appropriately note the calendar, and to appropriately document the client file:

Calendar Request: 3-1-10, 7:00 pm - JED (R) -> JED (Medical) (1x)

Invoice Title

Please include all four pieces of information in the title and follow the formatting in the example.

1. 4-digit year
2. 2-digit month
3. Invoice
4. Staff Member (first initial.last name)

Example

2010-03-Invoice-S.Freud

Each can be separated by a hyphen, without any spaces. This will allow bookkeeping to more easily find, identify, and process billing and paychecks.

Client Termination

The client's file should be noted with the rationale for termination and a short termination summary, which includes:

- 1) the reason for referral

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- 2) therapeutic progress
- 3) current level of functioning
- 4) relapse prevention plan

If the therapist was unaware the last session was the final session, she/he must go back as far as necessary, and make the appropriate notation in the calendar on the next available Wednesday or Thursday. This will be necessary for bookkeeping and other administrative purposes.

Financial Procedures

Summary

- 1) Stamp checks
- 2) Place checks, cash into an envelope
- 3) Write Batch Total (total included) and last name on the envelope
- 4) Place envelope into the office lock box
- 5) Update your Monthly Invoice in DropBox daily

Paycheck Processing

When all staff members' Invoices are submitted on time, Shafer Billing & Practice Management will process upon receipt. It is important to submit bills in a timely fashion.

The Staff Invoice Excel file is can be downloaded each month from New York Behavioral Health's website (NewYorkBehavioralHealth.com).

The form can be found by selecting "Clinician Administrative Forms."

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To be paid:

After the last client session of the month, email your "Hours" to Bookkeeping@NYBhealth.com, so all staff invoices can be processed by bookkeeping, immediately. Please follow the formatting of the example below

- a. Email Subject: 2010-05-Invoice-S.Freud
- b. Email Body:
 - i. Tally = the number of sessions collected at each rate (if there is more than one rate),
 - ii. Fee = client fee
 - iii. Rate = hourly rate
 - iv. Bill = total billed to NYBH

Example

Email Subject: 2010-05-Invoice-S.Freud

Email Body:

<u>Tally</u>	<u>Fee</u>	<u>Rate</u>	<u>Subtotal (Tally x Rate)</u>
3	\$85	\$40	\$120
2	\$45	\$20	\$40
1	\$35	\$30	\$30

Bill = \$190

*Note the current Administrative rate of \$5 is not listed, only contractor rate.