

DrLullaby Cost Transparency Policy

DrLullaby, LLC
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Thank you for choosing DrLullaby! We are committed to providing you with quality health care. Your clear understanding of our Cost Transparency Policy are important to our professional relationship. Please understand that payment for services is a part of that relationship. Please contact us if you have any questions about our fees, our policies, or your responsibilities.

Credit Card Authorization Notice

Compliance with Law: DrLullaby will apportion any fees paid by you, including the payment of clinician salaries, according to applicable law.

Credit Card Terms: We require all DrLullaby customers and patients to have a card on file. By providing your credit card information and signing this authorization, you authorize DrLullaby to charge your credit card for no show fee(s) and any/all unpaid amounts (patient responsibility portions) that DrLullaby or your insurer determines are your responsibility for items and services provided by DrLullaby. You agree that DrLullaby may charge your credit card for such amounts at the time of your visit or at a later date.

Credit Card on File Charges: After today, DrLullaby will notify you before charging any amount in excess of \$100.00 to your credit card. Notice will be provided via email. Please be sure that your contact information on file with DrLullaby is correct. It is your responsibility to know your insurance contract and expect such charges. Your card will be charged for the following items if and when appropriate:

1. Copay
2. Coinsurance
3. Deductible
4. No-show/Less than 24hr cancellation: \$100
5. Unpaid amounts that DrLullaby or your insurer determines are your responsibility for items and services provided by DrLullaby

Policy Details

1. Credit Card on file policy
 1. 100% of patients must have a credit card on file

2. They will provide this credit card during our scheduling process.
3. Cost transparency
 1. Our team is readily available if you ever have questions about charges
 2. We take charges VERY seriously and are on top of every question you have
 3. We make sure all patient questions are immediately attended to and fairly resolved
 4. Only items below will be charged:
2. No/Show and Less than 24hr Cancellation Charge
 1. Once you have scheduled an appointment with us, we expect that you will join that session
 2. If you cannot make that session, we expect you to contact our team via phone or email, or virtual cancellation at least 24 hours ahead of time
 3. If you do not show, or cancel within 24 hours, you will be charged \$100, no exception
3. Telehealth Cost:
 1. Patients with BCBS, Medicare, Aetna, UHC or Cigna insurance coverage
 1. The fee per session is \$160.00
 2. HSA/FSA can be used to pay for sessions
 3. Sliding scale is available when proof of financial hardship is provided
 4. Patients are responsible for copay, coinsurance and deductible payments - these are the amounts that patients agreed to pay as part of their insurance contract
 5. The credit card on file will be only charged after the claim is processed through your insurance company and only if there is a remaining balance due.
 6. For amounts of \$100 or more, we will contact you first, then your card will be charged.
 7. You will ALWAYS get a statement about all charges so that you clearly understand why you are charged
 8. Our team is always available with any questions about charge amounts, and of course you can also call your insurance company
4. DrLullaby Data Portal
 1. The portal is billed through your insurance using CPT Code 96156
 2. About the Data Portal:
 1. Our patients are required to use the Data Portal so that our providers can readily view your sleep data during your session and between your visits.
 2. In between your telehealth sessions we have our patients watch videos with sleep lessons to stay engaged and motivated to change. Without this, we've seen that patients lose motivation to make sleep habit changes between sessions, forget the rationale for making changes and get frustrated trying to estimate sleep log information from memory. Digital tools support adherence and motivation to change sleep habits.
 3. Benefits:

1. Dr. Medalie has learned from her patients about the inefficiencies of doing digital health without telehealth, or telehealth without digital health...
2. Digital Health Without Telehealth: Her patients have told her that when they tried digital health tools (e.g., self-guided apps) without the support of a live doctor, they felt they did not receive customization to their unique situation. Aspects of their medical history, mood profile, family situation, medication list, etc were not factored into their plan, and this inhibited their progress.
3. Telehealth without Digital Health: Dr. Medalie also noticed when she saw patients for telehealth visits with nothing to use between sessions, this also was problematic. Her patients seemed very motivated and excited to make change when they were in the telehealth session, but in between sessions they lost motivation! Life happened, they forgot or they got directed elsewhere. The digital health tools in between telehealth sessions keeps patients engaged in the sleep plan and this supports adherence and reduces insomnia.
4. DrLullaby is on the cutting edge with the unique and innovative approach, offering the marriage between digital health and telehealth.
4. Cancellation: You can cancel anytime

Patient Agreement and Consent Form for Chronic Condition Management (CCM)

At DrLullaby, we understand that each patient requires unique customization of care, and that without support and motivational enhancement, adherence to behavior-change programs is challenging. We are committed to enhancing your treatment success by providing white-glove support to our patients.

As part of our Chronic Condition Management (CCM) program, for those suffering from two or more chronic conditions (e.g., insomnia and sleep apnea, insomnia and depression, insomnia and chronic pain, etc.), we offer an insurance-covered opportunity to receive additional support and coordination, outside of your telehealth sessions. Our staff, technology and team are trained to provide support, coordination, and communication to improve your treatment progress, and enhance your experience. This form explains your rights, responsibilities, and consent to participate.

Chronic Condition Management (CCM) Services:

- DrLullaby's team (staff, in coordination with our CCM director) will conduct weekly or biweekly reviews of your data, coordinate with your clinicians, and facilitate treatment plan updates.
- DrLullaby's team will login to software tools relevant to your chronic conditions (e.g., DrLullaby's Sleep Data Portal, MyAir/Airview, Inspire), to check on progress, and coordinate modifications to impressions and plans.

- DrLullaby's team will make themselves available to chat via phone or secure chatting (i.e., through our Sleep Data Portal) will allow for enhanced support, adherence optimization, and further customization of your treatment plan.

Patient Responsibilities

By enrolling in this program, you agree:

1. Participation:
 - You have two or more chronic conditions.
2. Access:
 - If you are utilizing CPAP or Inspire, you support providing relevant details to give our staff access to your data.
3. Communication:
 - Keep up with your sleep log entries in the Sleep Data Portal
 - Allow our team to support you via chats and calls between telehealth sessions
4. Care Plan Adherence:
 - To the best of your abilities, follow your individualized care plan as outlined by your healthcare provider.

Consent for Services

By signing this form, you acknowledge and agree to the following:

1. Billing and Costs:
 - You understand that CCM services will be billed to your insurance. Any costs not covered by your insurance, such as co-pays or deductibles, will be your responsibility.
2. HIPAA Compliance:
 1. You consent to the sharing of your health information between providers and staff as needed for care coordination. All information will be handled in compliance with HIPAA regulations.

Opt-Out Policy

You have the right to opt out of this program at any time. To do so, you must notify DrLullaby in writing. Upon receiving your opt-out request, CCM services will no longer be provided, and billing will cease.

Termination of Services

Participation in the CCM program may be terminated by DrLullaby if:

- You fail to meet the requirements of the program (e.g., lack of communication, non-use of monitoring devices).

- You are no longer eligible for CCM services based on payer requirements.

Acknowledgment and Consent

I, the undersigned, understand the nature of the Chronic Care Management program as described above. I agree to participate voluntarily and provide consent for the services outlined in this agreement.