

PRACTICE INFORMATION AND POLICIES

Welcome to Inspire Greenville, LLC (DBA - Inspire GVL)!

Below is information regarding Inspire Greenville, LLC's general practices, and background on M. Brian Hendricks, PMHNP-BC, Inspire Greenville, LLC's main provider.

Contact Information

Inspire Greenville, LLC is located at 250 Adley Way, Greenville, SC 29607

Phone: (864) 251-5895 | Fax: (864) 412-5011

Email: info@inspiregvl.com

General business hours are Monday-Thursday 9:00am-4:00pm.

Clients are seen by appointment only (alternate days and times may be considered upon request).

Inspire Greenville, LLC will accept clients as staffing and provider ratio capacity permits.

M. Brian Hendricks is the sole proprietor of Inspire Greenville, LLC and he will be your primary contact for appointments, problems, complaints, and accommodations.

Please understand that M. Brian Hendricks is not available 24 hours a day.

Every effort will be made by the provider to respond to requests made outside of appointment times through telephone, voicemail, email, or in the patient portal will be responded to within 1-2 business days. Text messages sent to the office are not monitored and will not be responded to by staff/provider.

Personal Qualifications

M. Brian Hendricks is a licensed in South Carolina as an Advanced Practice Registered Nurse by the South Carolina State Board of Nursing, which is located at Synergy Business Park in the Kingtree Building at 110 Centerview Drive, Suite 202, Columbia, SC 29210. The mailing address for the South Carolina State Board of Nursing is PO Box 12367, Columbia, SC 29211.

He is a Board-Certified Psychiatric Nurse Practitioner through the American Nurse Credentialing Center and the owner of Inspire GVL. M. Brian Hendricks follows the Code of Ethics of the American Nurses Credentialing Center and the South Carolina Board of Nursing.

M. Brian Hendricks received his Bachelors of Science in Nursing and Masters of Science in Nursing from Anderson University.

Services

M. Brian Hendricks provides a variety of services under the supervision of a collaborating physician and in accordance with the South Carolina Nurse Practice Act. These services include, but are not limited to:

- Provision of psychiatric and limited medical care to pediatric, adult and geriatric clients in accordance with the scope of practice for a PMHNP-BC as defined by the American Nurses' Association.
- Evaluate and diagnose psychiatric-mental health illness, including the ability to order and interpret laboratory and other diagnostic procedures as deemed necessary or appropriate.
- Treat diagnosed psychiatric or limited medical illnesses through the use of evidence-based psychotherapeutic modalities, pharmacotherapy, complementary/alternative methods (CAMs), holistic treatments including but not limited to nutritional consultation/nutritional psychiatry, nutritional supplementation, herbal remedies and aromatherapy.

M. Brian Hendricks, PMHNP is not a medical doctor and may refer you to a practicing psychiatrist should your treatment require measures that fall outside of the scope of practice for an Advanced Practice Registered Nurse (APRN).

M. Brian Hendricks may need to consult with your medical physician, attorney or other counselor.

Confidentiality

The information you share in psychotherapy is protected health information and is generally considered confidential by South Carolina statute law and federal regulations.

M. Brian Hendricks is mandated by law to breach confidentiality if: 1) you are threatening self-harm or suicide, 2) you are threatening to harm another or homicide, 3) a child has been or is being abused or neglected, 4) a vulnerable adult has been or is being abused or neglected, 5) if you have communicable diseases and/or behaviors that put others at risk, and/or 6) as ordered by an applicable court of law.

Finally, if you wish your protected health information to be released to another party, you must sign a specific release of information.

Inspire Greenville, LLC and M. Brian Hendricks practice in accordance with HIPAA Rules and Regulations for protected health information. Please review the provided HIPAA Notice of Privacy Rights.

In the event that you may encounter M. Brian Hendricks or a staff member of Inspire Greenville, LLC in the community, your status as a client will remain confidential. Within a community setting, the staff of Inspire Greenville, LLC will not engage in conversation unless you initiate to preserve your privacy and ensure your comfort.

Emergencies

Inspire Greenville, LLC is not an urgent or emergent care center, and therefore not an appropriate contact in the midst of an acute health or mental crisis. If you are having a life-threatening emergency, including but not limited to psychiatric emergencies such as thoughts of harming yourself (suicide) or others (homicide), acute mania or psychosis, contact 911 immediately or be taken to the nearest hospital Emergency Department.

Treatment and Informed Consent

Treatment is never guaranteed, but tends to be more successful when there is full transparency and communication between the provider and the patient. While Inspire Greenville, LLC and M. Brian Hendricks aim to provide a comfortable treatment experience, there may be times during treatment when upsetting nature needs to be discussed. Treatment is voluntary and may be terminated at any time (unless participation has been mandated by a court of law). Treatment is not always successful and may open unexpected emotionally sensitive areas. Also, if treatment is discontinued prematurely, symptoms may

worsen if other treatment options are not pursued. You will participate in the development of an individualized treatment plan and it is essential that you consistently participate in this plan. Failure to follow the treatment plan in any form may be grounds for termination of services. In attending your appointments, it is understood that you are voluntarily entering into treatment or giving consent for the minor or person under your legal guardianship to have treatment provided by our providers/ therapists. You must agree to play an active role in all parts of the treatment process with the understanding that no promises can be made as to the outcome of the treatment.

M. Brian Hendricks is also not a licensed therapist or counselor, but can practice such to the extent allowed by the scope of his practice as a PMHNP-BC and the South Carolina Board of Nursing. He is not licensed by or required to comply with the act governing the South Carolina Board of Licensed Professional Counselors, Marriage and Family Therapists, Addictions Counselors, and Psycho-Educational Specialists.

All initial appointments/consultations are a "consultation only/screening" appointment. It is important for both M. Brian Hendricks and the client to determine if an ongoing provider/client relationship is possible and/or beneficial for the ongoing health of the client. Limitations of services of Inspire Greenville, LLC may result in recommendations for other agencies/providers to better care for certain conditions.

Inspire Greenville, LLC may contact the client at the phone numbers or emails that the client has provided. Voicemails may be left at phone numbers provided by the client. It shall be understood by the client that uses and disclosures of the client's protected health information are described in the Inspire Greenville, LLC HIPAA Notice of Privacy Practices. The client can request a copy of these policies. The client's signature below acknowledges that the client has read and had an opportunity to obtain a copy of these policies.

By the client agreeing to communicate via non face-to-face interactions (via patient portal, phone, voicemail, email, US Mail, etc.) the client assumes a certain risk of breach of privacy, and 100% confidentiality cannot be guaranteed against purposeful or accidental network interception. Inspire Greenville, LLC promises to minimize, as much as possible, sensitive information communicated in these interactions. Inspire Greenville, LLC contracts with Luminello for safe electronic storage of all client information and communication.

M. Brian Hendricks is an “opt out” provider and does not participate in the Medicare/Medicaid programs, and charges incurred at Inspire Greenville, LLC are not reimbursable by these agencies.

It is the client’s responsibility to inform Inspire Greenville, LLC today (or in the future if the client’s situation changes) if they have any access or coverage by medicare or medicaid. The client understands they can still be seen for services, but that they are 100% responsible for those costs.

Client Financial Policy

Inspire Greenville, LLC, aims to provide affordable and accessible mental health care services to its clients. **Any payments for services will be due at the time of your scheduled appointment.** You may pay with HSA, Debit and Credit Cards. Note, Inspire Greenville, LLC will maintain your credit/debit card information on file to capture any balances and fees, and reserves the right to utilize this method of payment on file to cover fees for missed appointments or late cancellations. While Inspire Greenville, LLC aims to provide notice prior to collecting payment, by becoming a patient with Inspire Greenville, LLC, you hereby give consent to allow Inspire Greenville, LLC to obtain fees from your payment on file without prior notice.

Insurance and Billing

By becoming a client with Inspire Greenville, LLC you agree and consent to being solely responsible for any fees and charges due for the services rendered by M. Brian Hendricks and Inspire Greenville, LLC.

M. Brian Hendricks and Inspire Greenville, LLC is currently in network with select Blue Cross Blue Shield affiliated plans. We will file claims with these plans with your consent, but we do not guarantee coverage of services. We will look up your Eligibility and Benefits upon request, but we cannot guarantee this information will be accurately updated within BCBS’s provider service portal. It is your responsibility as the participant in your health plan to contact Member Services for your appropriate BCBS plan directly and obtain details of your coverage. **You are responsible for the charges of services rendered in the event they are not covered under your insurance plan.** You are also responsible for the balance of charges per your insurance plan’s deductible, coinsurance, or copayment benefits.

We will, upon patient request, provide you with the necessary information for you to submit a claim to your insurance company for reimbursement at an out of network rate. We will not file insurance claims on your behalf for out of network insurance plans. Additionally, you acknowledge and understand that your

insurance company may decline reimbursement for services rendered at their discretion and according to your policy limits. Inspire Greenville, LLC in no way guarantees coverage or reimbursement of services rendered by your insurance company.

Clients who use a third-party payer such as a non-client responsible party, family trust or financial account, public assistance or any other payer for the payment of client fees, must coordinate with their third-party payer to provide payment at the time of your appointment. A receipt will be provided to the email address on file.

Clients will be asked to settle balances of \$50 or more prior to scheduling additional follow up appointments in an effort to prevent a large balance accrual. Failure to pay for services rendered in a timely manner may result in a patient's discharge from care.

There is an administrative fee of \$35 for any paperwork completed outside of a client appointment (emotional support animal, work/school excuse, short term disability, etc.).

*Please Note: Inspire Greenville, LLC and/or M. Brian Hendricks are NOT required by law to fill out any paperwork, regardless of the nature of the paperwork. You can make a request for paperwork to be filled out to M. Brian Hendricks. However, it is within M. Brian Hendricks's sole discretion as to whether he will provide this accommodation. **In order for some paperwork to be filled out, a patient must see the provider for at least three (3) visits prior to the request.** Please understand that this does not include the office staff/provider printing medical records for your record.*

**All card payments are subject to processing fee per transaction*

Missed Appointments and Medication Refills

A missed appointment is considered to be either of the following:

- An appointment canceled within 24 hours of the scheduled appointment time; or
- Arriving later than fifteen minutes after your scheduled appointment time.

The fee for a missed appointment is \$50. Missed appointments are not billable for insurance and payment must be arranged prior to rescheduling subsequent appointments. Appointments may be successfully canceled as late as 24 hours prior to the scheduled time. Monday appointments must be canceled by 12:00pm the previous Friday to avoid a late cancellation charge. If the office cannot be reached, please leave a voicemail detailing your cancellation so that we can include a timestamp of your cancellation.

Medication refill requests due to missed appointments or failure to follow up per your treatment plan will incur a fee of \$50, and will only be given for 1 week (7 days) as a medication bridge.

The client is required to reschedule a follow up appointment within this 1 week (7days) period, and the client will not be able to receive another medication bridge until they have seen the provider M. Brian Hendricks for this occurrence.

Non-Compliance and Discharge

Inspire Greenville, LLC and/or M. Brian Hendricks reserve the right to discharge a client for non-compliance at any point during treatment. Discharge is defined as termination of any and all services provided to the client on behalf of Inspire Greenville, LLC. Non-compliance is defined as:

- A client not taking their medications as prescribed;
- A client who does not participate in or follow their treatment plan;
- A client who is verbally abusive and/or threatens providers or staff at Inspire Greenville, LLC;
- A client who has more than one provider prescribing the same medications; or
- Three missed appointments within 1 year as defined above.
- Failure to pay account balance in a timely manner.

Changes to the Terms of This Notice

We reserve the right to change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website. If you have any questions regarding this information and/or the documents you have received, please feel free to discuss them with M. Brian Hendricks.

I acknowledge that I have received and read the Inspire Greenville, LLC Practice Information and Policies. My signature confirms that I understand and accept all the information contained in the aforementioned documents. I further acknowledge that I seek and consent to treatment at Inspire Greenville, LLC with M. Brian Hendricks, PMHNP-BC.