PONDWORKS
PSYCHIATRY AND PSYCHOTHERAPY

3636 Executive Center Dr., Ste. G-70, Austin, TX 78731
Front Office: (512) 420-2224, Main Number: (512) 371-9555, Option 3: provider menu

Patient and Provider Sliding Scale Agreement:

We are happy to offer a sliding scale to a limited number of our patients. This is a privilege/benefit that we offer up to nine motivated patients so they may continue their treatment despite financial challenges. Please treat it as such and understand you must honor all aspects of this agreement in order to keep this benefit.

Sliding Scale Rules:

- You will be establishing an expected visit payment amount with your provider that should represent a significant investment based on your circumstances. Please expect that showing documentation of your financial situation may be part of starting and/or remaining on the sliding scale.
- You will review your financial situation every three months (quarterly) with your provider in detail to see if you still qualify.
- Please work to establish insurance or other means to transition off the sliding scale as soon as possible.
- The sliding scale benefit is secured for you for three months (quarterly) at a time. The number of patients requesting the sliding scale will be evaluated quarterly. Your provider will let you know at these times if your benefit can be extended.
- The maximum time on the sliding scale is one year.
- If you receive care from two Pondworks providers, your sliding scale rate will be the same for both.
- Any scheduling communication while on the sliding scale goes directly through your provider.
    - You are expected to be able to leave and receive voicemails.
- You will be granted only one miss while on the sliding scale for any reason with the following exceptions:
    - If you do not attend your appointment with no contact by the end of the day of your appointment, you will be immediately removed from SS.
    - You are allowed to change from in-person to Doxy or telephone for typical community illnesses (i.e. colds/viruses) and similar infrequent unexpected occurrences, but you are still expected to attend.
    - Declined payments – you are personally responsible for keeping your credit card information up to date. You will have up until the time of your appointment to update credit card information. Transactions declined will result in removal from plan. You will be granted only one courtesy if you fail to keep this information up to date.
- You will be charged for the single allowed missed visit at the same rate as your sliding scale appointment if you cancel your appointment with less than 24-hour notice.

Date: _____

_____ (Signature - Patient)

_____ (Signature Physician/Pondworks Provider)