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Important Update from Gladstone: Form Completion Policy & Fees

Dear Valued Patients & Families,

As part of Gladstone's ongoing efforts to improve our services and maintain the highest standard of care, we have some important updates to share regarding the completion of medical forms. Effective immediately, Gladstone will be implementing a new policy and a nominal fee for the completion of medical forms that are not done during a patient appointment. Gladstone is devoted to providing comprehensive and well-coordinated care. The completion of medical forms can be a time-consuming process, often requiring careful review of medical records and detailed documentation. The new policy and fees will help us cover the costs associated with completing various forms (i.e., disability forms, FMLA paperwork, and school or camp forms), ensure that forms are returned to patients in a timely manner, and allow us to maintain the quality of our services.

To help us better serve your needs, please be aware of the following:

Form Completion Fees: Payment is due at the time of request. Forms will not be completed or returned until payment is received.

- School/camp forms (1 page): \$10
- Diagnosis verification letter (1 page): \$10
- Accommodation letter (1 page): \$10
- Disability/ accommodation form (school, work, government, etc.): \$50
- FMLA form: \$50
- Extensive diagnosis verification letter (>1 page): \$50
- Other forms: Cost will be determined based on the complexity of the form and provided to you prior to completion.

Exemptions: Please note that medical forms completed during a patient appointment and paperwork resulting from changes initiated by treatment plan adjustments will not be subject to completion fees. *Note: Patients may be asked to schedule a follow-up appointment to complete forms depending on the length and complexity of documentation needed.*

Payment: Upon receiving the paperwork, our administrative team will review the documents and determine the associated fees. An invoice will be generated and sent in response. This invoice must be paid before we will proceed with filling out any paperwork. Unfortunately, these fees are not covered by health insurance plans, as they are considered administrative in nature. We recommend checking with your insurance provider for more information.

Completion Requirements: Most forms, including, but not limited to disability, FMLA, school, or employment accommodations, will require a well-visit appointment unless you have been seen within the last year.

Submission: Forms can be brought to your scheduled patient appointment (no form fee assessed), dropped off at one of Gladstone's office locations, or sent via:

- Email: forms@gladstonepsych.com
- Fax: 443-264-3299
- Mail (to Gladstone's main office): Gladstone Psychiatry and Wellness, 1501 Sulgrave Ave. Suite 200, Baltimore Md, 21209

Turnaround Time: We will make every effort to complete your requested forms as quickly as possible. Most forms will be completed and returned within 7-10 business days (not including weekends and holidays). Please understand that more complex forms may require additional processing time.

Thank you for your understanding. We recognize that changes can sometimes lead to questions or uncertainties, and your perspective is important to us. If you have any questions or concerns, or if there's anything we can do to improve your experience, please do not hesitate to contact us at 443-708-5856 or email us at forms@gladstonepsych.com. Your feedback is invaluable as we strive to continue to enhance our services.

We value your trust in Gladstone, and we are committed to earning and maintaining that trust every day. We appreciate the opportunity to support you in your journey to mental wellness and look forward to continuing to provide you with the exceptional care you deserve.

Regards - The Gladstone Team