

## Billing Policy Changes

As of March 15, 2026, the Gladstone Psychiatry and Wellness Billing Department will be automatically charging credit cards that are on file after an appointment has taken place.

For patients with an active credit card on file and a valid signed credit card consent form, the following steps will occur:

- Prior to the appointment, the patient will receive an SMS text and an email alerting them that their credit card will be charged after the appointment, with the amount of the charge listed.
- It is the responsibility of the patient to get in touch with the billing department if they would like to halt the automatic charge before the appointment.
- When the card is charged, the patient will receive a receipt in their email.

For patients without an active credit card on file or without a valid signed credit card consent form, the following steps will occur:

- Prior to the appointment, they will receive an SMS text and an email alerting them of the cost of the upcoming appointment as well as any other balance on the account.
- It will be the responsibility of the patient to log into the portal to pay or call the office to provide payment information.

Patients who have an active balance on their account will receive a monthly statement sent to their portal. Once their balance reaches 120 days overdue, they will receive an SMS text, an email, and a letter via USPS alerting them about the overdue balance. If this balance is not paid within 30 days, it will be sent to the FedChex collections agency.

The information outlined above applies to medication management and individual therapy patients. For billing information regarding special programs (DBT, TMS, KAP, Weight Management) please reach out to the program directly.

Additionally, self pay patients who accumulate a balance of more than \$300 will have treatment paused until the balance has been paid or a payment plan has been set up.

If you have any questions or concerns about the information outlined in this statement, please email us at [billing@messages.gladstonepsych.com](mailto:billing@messages.gladstonepsych.com), call 443-708-5856, or text 443-332-5199.

Thank you for choosing Gladstone Psychiatry and Wellness!