



Client Information

*** The information that you present here will serve as basis to get to know you and serve you better. Information will be kept in the strictest professional confidence. ***

■ Contact Information:

Name:		Preferred Name:	
DOB:		Age:	
Occupation:		Employer:	
Preferred Phone:		Alternate Phone:	
Ok to leave a message:	☐ Yes ☐ No	Ok to leave a message:	☐ Yes ☐ No
Address:			
City:		Zip Code:	
Email:			

■ Emergency Contact or Responsible Party

Name:		Relationship to Client:	
Preferred Phone:		Alternate Phone:	
Ok to leave a message:	☐ Yes ☐ No	Ok to leave a message:	☐ Yes ☐ No
Address:			
Email:			



Client Information Form

Name: Date of Birth: Today's Date:

Please describe the main difficulty that has brought you to see me:

■ Sleep/Appetite

Are you currently experiencing any difficulties sleeping (falling or staying asleep)? ☐ Yes ☐ No

How many hours do you sleep per night?:

Are you experiencing any recent changes in your appetite or weight? ☐ Yes ☐ No

If yes, increase or decrease in appetite or weight:

■ Medical History

How would you describe your current physical health?

Current Medications:

Please list all diseases, illnesses, important accidents and injuries, surgeries, hospitalizations, periods of loss of consciousness, convulsions/seizures, and any other medical conditions you have had.

Age	Illness/diagnosis	Treatment received	Result

■ Mental Health History

Previous Counseling and/or Psychiatric Treatment: ☐ Yes ☐ No

Have you ever received psychological, psychiatric, drug or alcohol treatment, or counseling services before?

If yes, please indicate:



Dates	Reason for treatment	Name of Previous Provider	Results

Have you ever taken medications for psychiatric or emotional problems? ☐ Yes ☐ No

If yes, please indicate:

Dates	Name of medication	Reason for treatment	Results

Family history of medical problems, drug or alcohol problems, and psychiatric or emotional difficulties:

■ Legal History

Are you currently involved in any legal matters? ☐ Yes ☐ No

If yes, please describe:



DISCLOSURE INFORMATION & THERAPIST-PATIENT SERVICES AGREEMENT

This document (agreement) contains important information about my professional services and business policies. Please read it carefully before our next session. We can discuss any questions that you might have about the procedures at that time. When you sign this document, it will also represent an agreement between us.

■ Service Provider:

Emily Fogle, Psy.D.
Psychologist
Georgia License # PSY003765

■ Education/Degrees:

Doctor of Psychology (Psy.D.) in Clinical Psychology - University of Denver, 2012
Master of Arts (M.A.) in Clinical Psychology - University of Denver, 2009
Bachelor of Science (B.S.) in Psychology - University of Georgia, 2005

■ Psychological Services:

There is no "one way" to practice therapy or address specific concerns. I use evidence-based practices and am flexible in my approach. I welcome your feedback as you go through the therapy process.

■ Client Rights and Ethical Conduct in the Practice of Psychology:

The practice of licensed or registered persons in the field of psychotherapy is regulated by the Georgia Board of Examiners of Psychologists. The Georgia Board of Examiners of Psychologists can be reached at 237 Coliseum Drive, Macon, Georgia 31217-3858, (478) 207-2440.

You are entitled, to receive information from your therapist about the methods of therapy, the techniques used, the duration of your therapy, if known, and the fee structure. Please ask if you would like to receive this information.

You can seek a second opinion from another therapist or terminate therapy at any time.

In a professional relationship, sexual intimacy is never appropriate and should be reported to the board that licenses, registers, or certifies the licensee, registrant or certificate holder.

Confidentiality between psychologist and client is guaranteed by Georgia law except under certain circumstances. For example, psychologists are required to report suspected child abuse, elder abuse, and homicidal or suicidal threats or intentions.

HIPAA provides you with several new or expanded rights with regard to your Clinical Record and disclosures of protected health information. These rights include requesting that I amend your record; requesting restrictions on what information from your Clinical Record is disclosed to others; requesting an accounting of most disclosures of protected health information that you have neither consented to nor authorized; determining the location to which protected information disclosures are sent; having any complaints you make about my policies and procedures recorded in your records; and the right to a paper copy of this Agreement, the attached Notice of my Privacy Policies and Practices. Please read and sign the included HIPAA notice that lists these rights in greater detail.

■ Meetings:

I typically consider the first 1-4 sessions to be an "evaluation period." During this time, you and I can determine if I am the best person to provide the services you need in order to meet your treatment goals. If either of us decide that we are not a good fit, I will make recommendations and/or provide referrals to other treatment providers as needed. If you decide to



continue with therapy, then you and I will clarify an initial treatment plan, including how often to meet. If you have questions about my procedures, we should discuss them whenever they arise. If psychotherapy is initiated, I will usually schedule one fifty-minute session (one appointment hour of fifty minutes in duration) per week at a mutually agreed time, although sometimes sessions may be longer or more/less frequent.

■ Financial Agreement:

Clients are seen on a fee-for-service basis. The client is responsible for payment in full at the time of each session.

Please review the rates for the following services. The rates listed below are based on a 50-minute clinical hour. Therapy sessions lasting over 50 minutes will be subject to additional service fees based on a pro-rated basis.

- Couples Therapy, Phone Consults: \$325 / 50 minutes

In addition to weekly appointments, it is my practice to charge this amount on a prorated basis for other professional services you may require such as report writing, telephone consultations lasting longer than 10 minutes, attendance at meetings or consultations with other professionals which you have requested of me, preparation of records or treatment summaries, and the time spent performing any other services you may request of me. In the unusual circumstance that you become involved in any litigation that may require my involvement (i.e., responding to a subpoena, providing testimony), you will be expected to pay for all of my professional time, including preparation and transportation costs at a rate of \$325/50 minutes. This rate applies even when I am called to respond or testify by another party other than you or your legal counsel.

Fees may increase annually. Client initials:

Partner initials:

■ Good Faith Estimate:

You have the right to receive a "Good Faith Estimate" (GFE) explaining how much your medical care is anticipated to cost. Under the law, health care providers will give patients who do not have insurance or who are choosing to not use insurance an estimate of the bill for services. You may request a Good Faith Estimate for the total expected cost of any non-emergency services. If you would like to receive a GFE, please let me know and this will be provided to you in writing at least one day before your scheduled service and placed in your clinical file. If you receive a bill that is at least \$400 more than your GFE, you can dispute the bill. For questions or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises.

■ Billing and Payments:

This practice accepts cash, checks, and credit cards. Clients will be responsible for payment at the time services are rendered. Checks that are returned will be assessed a \$30.00 returned check fee to cover bank costs.

You will be expected to pay for each session at the time it is held, unless we agree otherwise. Payment schedules for other professional services will be agreed to at the time when these services are requested.

If your account has not been paid for more than 60 days and suitable arrangements for payment have not been agreed upon, I have the option of using legal means to secure payment. This may involve hiring a collection agency or going through small claims court which will require me to disclose otherwise confidential information. In most collection situations, the only information I release regarding a client's treatment is his/her name, the nature of services provided, and the amount due. If such legal action is necessary, the costs of bringing that proceeding will be included in the claim.

■ Cancellation Policy:

Once an appointment is scheduled, you will be expected to pay for it unless you provide 24 business hours advance notice of cancellation. Please be prepared to pay for the session even if you reschedule for that same week. If you need to



cancel a Monday appointment, please contact me on the previous Friday to avoid being charged. It is important to note that insurance companies do not provide reimbursement for canceled or missed sessions. No charge will be made for appointments missed due to true emergencies. By their nature, emergencies do not occur frequently; if such cancellations arise frequently in the course of treatment, this would require further discussion between us.

■ Contacting Me:

Due to my work schedule, I am often not immediately available by telephone. While I am typically working between 9am and 5pm, I will not usually answer the phone when I am meeting with a client. My telephone is answered by a confidential voicemail system that alerts me to all calls. I will make every effort to return your call within 48 hours, with the exception of weekends and holidays. If you are difficult to reach, please leave a message with the best times when you will be available. If I am unavailable for an extended time, I will provide you with the name of a trusted colleague whom you can contact, if necessary. If you cannot reach me, and you feel that you cannot wait for me to return your call, you should call your family physician or the emergency room at the nearest hospital and ask for the psychologist or psychiatrist on call. If you are experiencing a potentially life-threatening emergency, call 911 or the 988 Suicide and Crisis Lifeline, or call the Georgia Crisis and Access Line 24 hours a day at 1-800-715-4225, or proceed to your nearest emergency room.

Should we agree to terminate services at any point or following the successful completion of treatment, I will no longer be responsible for responding to any clinical emergencies, unless we have mutually agreed to re-engage in psychotherapy. The state of Georgia requires me to maintain records of your treatment for seven years following the completion or termination of services, at which time these records will be destroyed in a manner that protects your confidentiality.

■ Communication and Confidentiality:

Please note that cellular telephone and e-mail communications are vulnerable to breaches of confidentiality due to their modes of information transmission. I do communicate with patients via email and cellular telephone. Your preference noted and signature at the end of this document indicates permission and understanding of the following communication methods used in this therapeutic relationship:

Email communications: ☐ YES ☐ NO

Address preferred:

Phone communications: ☐ YES ☐ NO

Number preferred:

You may also email or text me regarding scheduling only. Emails and texts will only be viewed/read during business hours (Monday through Friday, 9am to 5pm) and may not be used to address crises, communicate information related to personal and/or clinical issues, or to obtain treatment in any form. Information provided through electronic transmission, other than that pertaining to scheduling, will be placed into your clinical file and becomes a part of your confidential record. This type of communication should not be considered a secure form and the confidentiality of an electronic message cannot be guaranteed.

■ Confidentiality:

The law protects the privacy of all communications between a client and a psychologist. In most situations, I can only release information about your treatment to others after you sign a written Authorization form that meets certain legal requirements imposed by HIPAA. There are other situations that require that you provide written, advance consent. Your signature on this agreement provides consent for those activities, as follows:

- If a client threatens to harm herself/himself, I may be obligated to seek hospitalization or her/him or to contact family members or other parties who can ensure safety.
- I may occasionally find it helpful to consult with other health and mental health professionals about a case. In these consultations, I make every effort to avoid revealing the identity of my client. The consultant is also legally bound to



keep the information confidential. Unless you object, I will not tell you about these consultations unless I feel it is important to our work together. I will document all consultations in your Clinical Record.

- Disclosures required by health insurers or to collect overdue fees are discussed elsewhere in this Agreement.

There are some situations where I am permitted or required to disclose information without your consent or obtaining previous Authorization:

- If you are involved in a court proceeding and a request is made for information concerning my professional services (e.g., subpoena or subpoena duces tecum), such information is protected by the psychologist-client privilege law. You have the right to file a motion with the court to quash any subpoena. I will not provide any information to your counsel or other legal party without your written authorization; however, if a court order is issued to me, I have to release the information requested by that order. I will make an effort to notify you in that case, but your authorization is not required. If you are involved in or contemplating litigation, you should always consult with your attorney to determine whether a court would be likely to order me to disclose information.
- If a government agency is requesting the information for health oversight activities, I may be required to provide it for them.
- If a client files a complaint or lawsuit against me, I may disclose relevant information regarding that client in order to defend myself.
- If a client files a worker's compensation claim, and I am providing treatment related to the claim, I must, upon appropriate request, furnish copies of all medical reports and bills.

There are some situations in which I am legally required to take actions when I believe that they are necessary to protect others from harm. In these situations, I may have to reveal some information about a client's treatment:

- If I have reasonable cause to believe that a child has been abused, the law requires that I file a report with the appropriate governmental agency, usually the Department of Human Resources. Once such a report is filed, I may be required to provide additional information.
- If I have reasonable cause to believe an elder person or a disabled adult has had a physical injury or injuries inflicted upon such disabled adult or elder person, other than by accidental means, or has been neglected or exploited, I must report to an agency designated by the Department of Human Resources. Once such a report is filed, I may be required to provide additional information.
- If I determine that a client presents a serious danger of violence to themselves or another person, or they are gravely disabled to the extent they no longer provide for their own well-being and safety, I may be required to take protective actions. These actions may include notifying the potential victim, and/or contacting the police, and/or seeking hospitalization for the client.

If such a situation arises, I will make every effort to fully discuss these circumstances with you before taking any action and I will limit my disclosures to third parties only to the effect necessary. While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, it is important we discuss any questions or concerns that you may have now or in the future. The laws governing these issues are quite complex, and I am not an attorney. In situations where specific advice is required, formal legal advice may be needed.

■ Termination:

Clinical services may be terminated under the following conditions:

- You and I agree that your treatment goals have been accomplished and there is no need for continued treatment.
- You wish to discontinue services for any reason.
- I believe another mental health provider or type of treatment would be more appropriate or that progress toward treatment goals has ceased. In this case, we will discuss relevant issues and come to a joint decision regarding termination of treatment and I will provide referrals.



- You do not adhere to treatment structure or do not follow through with essential recommendations made during treatment.
- You repeatedly miss or cancel sessions or do not schedule an appointment or make contact as previously planned. In such circumstances I will terminate services only after attempting to contact you without success.

If you do not schedule an appointment for a consecutive 60-day period, then clinical services will be considered terminated and you will not be considered an active client.

■ Minors & Parents:

Clients under 18 years old and their parents/guardians should be aware that the law allows parents/guardians to examine their child's treatment records unless I believe that doing so would harm the child. Because privacy in therapy is often crucial to successful progress, particularly with children and teenagers, signatures below serve as agreement that you will give your child a degree of privacy in the relationship with me and that you understand you will not be provided with specific details of what is discussed in therapy.

As an alternate to full treatment record access, I will provide parents/guardians with general information about the progress of the child's treatment and attendance at scheduled sessions. If requested, I am happy to provide parents/guardians with a summary of their child's treatment when it is complete. During treatment, parents will be informed of any serious health or safety issues regarding likely risk to your child, with the understanding that the determination of risk will be made by me. Before giving parents/guardians any information, I make every effort to first discuss the matter with the child and do my best to handle any objections he/she may have.

■ Couples & Families:

In couples and family therapy the "client" is the couple/family and the emphasis of the work is on the couple/family as a unit. All participating members agree to share responsibility for the therapy process, including goal setting and termination. In order for any information to be released to a third party, both members of the couple/all adults must provide their written authorization; one member's desire to have information released is not sufficient. If we decide that some individual sessions may help the process of the therapy, what you say in those individual sessions will be considered to be a part of the couples/family therapy (rather than separate individual therapy). Information discussed in couples/family therapy is for therapeutic purposes only and is not intended for use in any legal proceedings involving the partners or family members. Your signatures below indicate agreement that my involvement will be strictly limited to that which will benefit you and your partner or family.

■ Insurance Reimbursement:

Because I am a licensed psychologist, many health insurance plans will help you pay for therapy and other services that I offer. However, please note that I am not on managed care/insurance panels. I provide an invoice for office visits with the information needed to submit to your insurance company's "out of network" providers. Because health insurance is written by different companies, I cannot tell you what your plan covers. I will provide you with whatever assistance I can in facilitating your receipt of the benefits to which you are entitled, including filling out forms, as appropriate. However, you, and not your insurance company, are responsible for full payment of the fee to which we have agreed. It is very important that you find out exactly what mental health services your insurance policy covers. You should carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions, you should call your plan administrator.

You should be aware that most insurance agreements require you to authorize me to provide them with information relevant to the services you received. I am required to provide a clinical diagnosis, and sometimes additional clinical information such as a treatment plan or summary, or copies of your entire Clinical Record. In such situations, I will make every effort to release only the minimum information about you that is necessary for the purpose requested. This



information will become part of the insurance company files and will probably be computerized. All insurance companies claim to keep such information confidential, but I have no control over what they do with it, once it is in their hands. In some cases they may share your information with a national medical information data bank. If you request it, I will provide you with a copy of any report that I submit. By signing this Agreement, you agree that I can provide requested information to your insurance carrier. It is important to remember that you always have the option to pay for my services yourself and avoid the complexities described above.

■ Additional Information

Dr. Emily Fogle is practicing as an independent practitioner. Please be aware that other than using office space at Atlanta Women's Healthcare Specialists, there is no other business relationship between Dr. Fogle and other treatment providers in the office suite. Dr. Fogle and Atlanta Women's Healthcare Specialists bill separately. Even though physical space is shared, there is not shared liability across providers. Other providers will not have access to your information without your signed release of information.

■ Client's Statement of Understanding and Agreement

Your signature below indicates that you have read this agreement, agree to its terms, and understand your rights as a client.

By this signature, you also hereby acknowledge that you have received a copy of the HIPAA "Notice of Privacy Practices."



Print Client's name

Client's Signature

Date

Print Partner's name

Partner's Signature

Date

Emily Fogle, Psy.D.

Date



GEORGIA NOTICE FORM

Notice of Psychologists' Policies and Practices to Protect the Privacy of Your Health Information

THIS NOTICE DESCRIBES HOW PSYCHOLOGICAL AND MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

■ I. Uses and Disclosures for Treatment, Payment, and Health Care Operations

I may use or disclose your protected health information (PHI), for treatment, payment, and health care operations purposes with your consent. To help clarify these terms, here are some definitions:

- “PHI” refers to information in your health record that could identify you.
- “Treatment, Payment and Health Care Operations”
 - Treatment is when I provide, coordinate or manage your health care and other services related to your health care. An example of treatment would be when I consult with another health care provider, such as your family physician or another psychologist.
 - Payment is when I obtain reimbursement for your healthcare. Examples of payment are when I disclose your PHI to your health insurer to obtain reimbursement for your health care or to determine eligibility or coverage.
 - Health Care Operations are activities that relate to the performance and operation of my practice. Examples of health care operations are quality assessment and improvement activities, business-related matters such as audits and administrative services, and case management and care coordination.
- “Use” applies only to activities within my [office, clinic, practice group, etc.] such as sharing, employing, applying, utilizing, examining, and analyzing information that identifies you.
- “Disclosure” applies to activities outside of my [office, clinic, practice group, etc.], such as releasing, transferring, or providing access to information about you to other parties.

■ II. Uses and Disclosures Requiring Authorization

I may use or disclose PHI for purposes outside of treatment, payment, or health care operations when your appropriate authorization is obtained. An “authorization” is written permission above and beyond the general consent that permits only specific disclosures. In those instances when I am asked for information for purposes outside of treatment, payment or health care operations, I will obtain an authorization from you before releasing this information. I will also need to obtain an authorization before releasing your Psychotherapy Notes. “Psychotherapy Notes” are notes I have made about our conversation during a private, group, joint, or family counseling session, which I have kept separate from the rest of your medical record. These notes are given a greater degree of protection than PHI.

You may revoke all such authorizations (of PHI or Psychotherapy Notes) at any time, provided each revocation is in writing. You may not revoke an authorization to the extent that (1) I have relied on that authorization (already released the information according to the authorization); or (2) if the authorization was obtained as a condition of obtaining insurance coverage, law provides the insurer the right to contest the claim under the policy.

■ III. Uses and Disclosures with Neither Consent nor Authorization

I may use or disclose PHI without your consent or authorization in the following circumstances:

- Child Abuse – If I have reasonable cause to know or suspect that a child has been subjected to abuse or neglect, I must immediately report this to the appropriate authorities.
- Adult and Domestic Abuse – If I have reasonable cause to believe that an at-risk adult has been mistreated, self-neglected, or financially exploited and is at imminent risk of mistreatment, self-neglect, or financial exploitation, then I must report this belief to the appropriate authorities.



- Health Oversight Activities – If I am the subject of an inquiry by the Georgia Board of Psychological Examiners, I may be required to disclose PHI regarding you in proceedings before the Board.
- Judicial and Administrative Proceedings – If you are involved in a court proceeding and a request is made for information about your diagnosis and treatment or the records thereof, such information is privileged under state law, and I will not release information without your written authorization or a court order. The privileged does not apply when you are being evaluated for a third party or where the evaluation is court ordered. You will be informed in advance if this is the case.
- Serious Threat to Health or Safety – If I determine, or pursuant to the standards of my profession should determine, that you present an imminent and serious danger to yourself or someone else, I may disclose such information in order to provide protection against such danger for you or any other intended victim.
- Worker's Compensation – I may disclose PHI as authorized by and to the extent necessary to comply with laws relating to worker's compensation or other similar programs, established by law, that provided benefits for work-related injuries or illness without regard to fault.

■ IV. Patient's Rights and Psychologist's Duties

Patient's Rights:

- Right to Request Restrictions – You have the right to request restrictions on certain uses and disclosures of protected health information regarding you. However, I am not required to agree to a restriction you request.
- Right to Receive Confidential Communications by Alternative Means and at Alternative Locations – You have the right to request and receive confidential communications of PHI by alternative means and at alternative locations. (For example, you may not want a family member to know that you are seeing me. On your request, I will send your bills to another address.)
- Right to Inspect and Copy – You have the right to inspect or obtain a copy (or both) of PHI in my mental health and billing records used to make decisions about you for as long as the PHI is maintained in the record. I may deny your access to PHI under certain circumstances, but in some cases you may have this decision reviewed. On your request, I will discuss with you the details of the request and denial process.
- Right to Amend – You have the right to request an amendment of PHI for as long as the PHI is maintained in the record. I may deny your request. On your request, I will discuss with you the details of the amendment process.
- Right to an Accounting – You generally have the right to receive an accounting of disclosures of PHI. On your request, I will discuss with you the details of the accounting process.
- Right to a Paper Copy – You have the right to obtain a paper copy of the notice from me upon request, even if you have agreed to receive the notice electronically.

Psychologist's Duties:

- I am required by law to maintain the privacy of PHI and to provide you with a notice of my legal duties and privacy practices with respect to PHI.
- I reserve the right to change the privacy policies and practices described in this notice. Unless I notify you of such changes, however, I am required to abide by the terms currently in effect.
- If I revise my policies and procedures, I will notify you by mail or in person. Additionally, a requested revised notice of policies and procedures can be sent to the requester by mail.

■ V. Questions or Complaints

If you have questions about this notice, disagree with a decision I make about access to your records, or have other concerns about your privacy rights, you may contact me (Emily Fogle, Psy.D.) directly at (404) 919-3438.



If you believe that your privacy rights have been violated and wish to file a complaint with my office, you may send your written complaint to me (Emily Fogle, Psy.D.), at 1720 Peachtree St NW, Suite 590, Atlanta, GA 30309. You may also send a written complaint to the Secretary of the Department of Health and Human Services, at 200 Independence Avenue S.W., Washington, D.C. 20201.

You have specific rights under the Privacy Rule. I will not retaliate against you for exercising your right to file a complaint.

■ VI. Effective Date, Restrictions, and Changes to Privacy Policy

This notice will go into effect on January 29, 2014.

I reserve the right to change the terms of this Notice and to make the new Notice provisions effective for all PHI that I maintain. If you are an active client, I will provide you with a revised notice at your next session following the revision.



HOW TO WORK WITH YOUR INSURANCE COMPANY

Dr. Fogle is not affiliated with any PPOs or HMOs and does not file insurance. However, she is happy to help guide you through complicated filing procedures and to assist you with your filing claims. If you ask the right questions and follow the right procedures, you can maximize the reimbursement that you will receive. It is always helpful to call your insurance company before your initial appointment so that you can know more about your coverage. The following is a useful guide to asking the right questions.

1. Call the MEMBER SERVICES phone number on your insurance card. If your insurance company has a separate phone number for MENTAL HEALTH or BEHAVIORAL HEALTH, call that instead.
2. Ask to speak with a representative (live person).
3. Tell the representative that you would like information about OUTPATIENT MENTAL HEALTH benefits or BEHAVIORAL HEALTH benefits.
4. Ask how you would find out whether Dr. Fogle is a “preferred” or “in-network” provider.
5. Ask the representative to explain your “in-network” benefits AND your “out-of-network” benefits.
6. Be sure to ask about:
 - Deductibles (how much you have to pay before the insurance company will begin paying),
 - Co-pays (how much you will need to pay for each session),
 - Fee caps (some companies will only pay out up to a certain dollar amount whether or not that comes close to the “going rate”).
 - Session limits (some insurance companies limit the number of sessions they will cover per year).
 - Claims address (be sure to ask for the address where claims must be sent in order to get reimbursement).
 - Preauthorization requirements (ask whether preauthorization is required For outpatient mental health and what the process is for obtaining this. Also, are treatment plans necessary for continued treatment?).
 - Forms (what forms are required for filing and how can you obtain them?).

INSURANCE PROCEDURES CAN BE VERY CONFUSING. HOWEVER, IF YOU ASK THE RIGHT QUESTIONS AND FOLLOW THE RIGHT STEPS, YOU CAN GET YOUR APPROPRIATE REIMBURSEMENT.