Lartey Wellness Group

Last Updated: July 25, 2024

PROVIDER CODE OF CONDUCT

Lartey Wellness Group prides itself on providing efficient service that allows our clients to see great results. In that regard, there are set standards that must be adhered to, in order to maintain the high level of service that we have given over the years. Please be guided by the following expectations:

1. Contact your client at the time of their appointment.
2. Should the client not respond to your initial call, please call again in 5 minutes and a final call in another 5 minutes.
3. Create a missed appointment note immediately following your last call, should the client not have been successfully contacted. This will remove the reminder for an intake or progress note to be created in TherapyNotes.
4. Adjust the scheduled appointment in TherapyNotes by deleting or rescheduling it.
5. Abide by the No Show Policy by collecting $50 from the client's credit card on file, if this is not the first unexplained absence. This is done only for self-pay and private insurance clients only. **Medicaid clients are not to be charged a no-show fee**.
6. All clients with two out of three no-shows must be terminated in TherapyNotes. Please be reminded that all terminated clients can be reactivated by simply scheduling an appointment. The purpose of terminating the client is to remove them from your active list of clients. Your assigned Virtual Assistant will however make certain that they confirm their attendance prior to the scheduled appointment.
7. Be certain to maintain your minimum quota of clients. Should you require additional clients, kindly advise the Administrative Team.
8. Provisionally licensed therapists who require supervision will be required to pay for their supervisory sessions if they conduct less than the required weekly sessions. The cost will be deducted from each paycheck for the period within which the quota is not met.
9. Create all Intake and Progress Notes within 24 hours of each session. This is required in order for claims to be submitted in a timely manner and on time for remittance to be available for payroll.
10. The Interpretive Summaries and Transition Plans must be completed immediately after the intake sessions. These are interactive documents that can be adjusted throughout the tenure of the client's stay with LWG.
11. All initial Treatment Plans must also be created after the intake session. This must then be discussed with clients during the second or third session for adjustments to be made if necessary. The document must then be shared on their portal for signature. Having the

Treatment Plan signed by the client will eliminate any contradiction with the diagnoses given and/or the objectives to be met.

12. Clinicians will be prompted in TherapyNotes to update all Treatment Plans within 90 days. These must also be signed by the clients.

13. **Effective October 15, 2023, failure to adhere to the documentation policy will cause a non-payment for those sessions until compliance is met. Our policies align with COMAR and other regulatory bodies identified during inspections, surveys and audits.**
14. A penalty of $200 will be imposed for late note requests for notes that were not submitted in time for payroll cut off. For instance, if your notes are not in by the 1st to 15th of the month and you request that a recount be done for the pay period of the 16th to the end of each month, then the amount will be withheld from your pay. Providers will not be penalized for delays in supervisor approvals.
15. Collect all copays for self-pay and private insurance clients at the end of each session.
16. A cost of $100 is required for all letters to be composed (except attendance letters) and forms to be filled out. Kindly collect these fees, so that 50% of the cost can be apportioned to your pay.
17. Schedule all follow-up appointments with the client at the end of each session.
18. In the case of an emergency and you are unable to meet with your clients, kindly contact the Administrative Team to have them contact your clients to advise them of your absence and to reschedule them on your behalf.
19. Kindly advise your clients before vacations/time-off that you will not be available for their sessions. Reschedule clients whose sessions will be missed during that time.

LWG holds each clinician accountable for abiding by the rules aforementioned. As we move forward, LWG has the right to adjust the above-mentioned codes of conduct and therefore ask that you continually keep abreast of such changes through shared links to our internal website, that will be sent on occasions.

Thanks for all that you do and we look forward to a continued good working relationship.

FRANKLIN LARTEY
Founder & CEO

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