



Overview

The Brown Center & Clinics (“The Brown Center”) provides outpatient integrative mental healthcare for patients residing in the state of Texas. Our philosophy is built on a foundation of evidence-based medicine and lifestyle modifications for optimal mental health. Our providers currently consist of psychiatrist, Gregory Scott Brown, MD (Dr. Brown), and a team of psychiatric nurse practitioners who are either based within The Brown Center or work as an affiliated provider with The Brown Center. Dr. Brown and our team of psychiatric nurse practitioners are authorized to prescribe medications, and our psychiatric nurse practitioners are supervised by and collaborate regularly with Dr. Brown.

Website



Before your first appointment with us, please familiarize yourself with our website. Our website address is: thebrowncenter.health

Communications

If you are an established patient and you have a clinical question, please communicate with us on the patient portal. Due to privacy concerns, we cannot respond to emails sent directly to us that contains protected health information (PHI). A link to the portal can be found on our website. You can also call us at (281) 903-5897. We typically respond to calls within 24 to 48 business hours.

Provider Service Locations

We are able to work with patients who reside in the state of Texas. Most of our clinical services are conducted virtually. If an in-person appointment is required, you will have to meet us in one of our physical locations.

1. *Primary Office – Greater Houston (Mailing Address)*

1225 N Loop West, Suite 935
Houston, Texas 77008
Telephone: (281) 903-5897 Fax: (281) 984-0739

2. *Satellite Office – South Austin (Please address all mail to our Houston office)*

4022 Menchaca
Austin, Texas, 78704



Telemedicine

We use real-time audiovisual software for virtual appointments. Although telemedicine can be a secure form of communication, it does have potential risks (listed below). We do our best to minimize these risks.

1. Information transmitted may not be sufficient due to poor resolution of video or distortion of audio.
2. Delays in medical evaluation and treatment due to deficiencies or failure of the software.
3. Failures in security protocols causing a breach in privacy.
4. Lack of access to all the information available in a face-to-face visit may result in medical judgement errors.

You agree to comply with the list of rules below.

1. You will not record or facilitate a recording (audio or video) of any virtual, telephone, or in-person clinical session with us.
2. You understand that telephone calls made to and received from The Brown Center may be on an audio-recorded line via a third-party service – and you hereby give your consent for these calls to be recorded.
3. You understand that if your appointment must be conducted by telephone, the appointment may be audio recorded by the telephone technology in place.
4. You understand that you must be a current resident of Texas to be eligible to have a clinical appointment with us.
5. You agree to be seen in one of our physical offices if an in-person appointment is determined as required by your provider.
6. You agree that during your appointment, you will not engage in activities like operating a motor vehicle that could potentially compromise your health, safety, or privacy.

Appointment Reminders

You are responsible for keeping track of your appointment schedule. However, The Brown Center will set up appointment reminders by email, text, robocall and/or telephone. Technology is not perfect. If you do not receive a reminder, because of several reasons including but not limited to software malfunction, reminders being sent to your spam box, or customized cell phone or email settings that block or alter communications, you are still responsible for your appointment as scheduled.



Controlled Substances Disclaimer

Please read carefully



The Ryan Haight Online Pharmacy Consumer Protection Act of 2008

The Ryan Haight Online Pharmacy Consumer Protection Act of 2008 places limitations on the online prescribing of controlled substances.

If you require a prescription for a controlled substance (like a stimulant for ADHD or certain anxiety medications like Xanax) that would not necessarily prohibit you from working with us, but it may require an in-person appointment with us first.

Please be advised that only some of our providers are offering in-person appointments. Those who have in-person availability are listed on our booking site.

Treatment Schedule

The treatment schedule depends on the condition being treated and the cadence recommended by your provider. After your first visit, monthly visits may be recommended, followed by bi-monthly visits, and then every three months. Some patients, however, may need to be seen more or less frequently. It's very difficult to predict your treatment schedule.

We are not a “drop-in as needed” clinic. It is our clinic policy that all patients must have a follow up appointment scheduled with us to remain a patient in our practice. We also require that you are seen at a cadence of no less than once every three months for a follow up appointment to remain an active patient of ours and to continue receiving prescription refills from us. Failure to adhere to the treatment schedule is grounds for immediate termination of care from The Brown Center.

Completion of Treatment “Termination of Care” Policy

Your signature attests that you understand and agree to abide by the statements below:

1. Termination of care means that your provider is no longer responsible for your medical or psychiatric care, including adverse health outcomes that occur after the date of termination. You agree not hold The Brown Center – nor its providers or staff – liable in any way for a negative health outcome that were to occur after your termination of care date. After termination of care, you understand that your medical record with us will be closed.
2. If termination of care is necessary, you understand that The Brown Center will make a good faith effort to send you a termination of care letter on our portal. If you do not receive a



termination of care letter that was sent by The Brown Center, or you do receive a termination of care letter and choose not to sign it, The Brown Center's attempt to communicate your termination of care status constitutes termination of care effective from the date the letter was sent.

3. You understand that if it has been 4 weeks from the date of your most recent appointment with us and you do not have a follow up appointment booked, The Brown Center and/or its affiliated providers reserves the right to terminate your care effectively immediately.
4. If your payment method on file with us is inactive, or if your payment account is at least 30-days past due, The Brown Center reserves the right to terminate your care. If you are having trouble affording your appointments, please communicate with us.

Please see a list of additional reasons why your provider may choose to terminate care with you:

1. Differences in treatment goals.
2. Completion of successful treatment.
3. Disrespectful communication with your provider or their office staff.
4. Non-adherence to your provider's treatment recommendations.
5. 3 or more no-shows.
6. Failure to abide by clinic policies.

You may also choose to terminate care with your provider for any reason. We ask that termination requests are communicated with you provider at The Brown Center in writing (via the secure messaging portal) and that the termination process is mutually respectable.

How to Request Medication Refills

Please read carefully



To request a medication refill, please send your provider a refill request on the portal at least 7 business days prior to running out of your medication.



1. Please do not call The Brown Center's office to request a medication refill.
2. Please do not request your medication refill with your local pharmacy or ask your pharmacy to fax a refill request to The Brown Center.

We are aware that different clinics have different methods for requesting refills. We implement this policy to mitigate the risk of inappropriate medication refills or erroneous automated refill requests received from pharmacies. Please communicate refill requests with us directly.

You understand and agree to abide by the statements below:

1. You understand the refill request procedures, and you agree to abide by it. You will not hold The Brown Center or its affiliated providers responsible for any negative health outcomes that may potentially result as a direct consequence from your choice not to abide by our refill request policy as outlined above.

Fees, Billing Codes and Insurance

We are credentialed with some private health insurance plans, and this list does change from time to time. We are not credential with all private health insurances, and we do not accept Medicare or Medicaid. An up-to-date list of health insurance plans we are credentialed with is available on the home page of our website.



It is your responsibility to verify your insurance benefits (including telemedicine benefits) with your health insurance company prior to your initial and follow up appointments with The Brown Center.



Please see below for our private pay fees. If you are using your private health insurance to work with us, they should be able to give you an idea of what your actual out-of-pocket fee would be. Please call the number on that back of your insurance card to request this information.



Medical Doctor (MD) Private Pay Fees

***Initial Evaluation (\$600)**

The initial evaluation usually lasts for a maximum of 60-75 minutes and may include a combination of medication management and/or psychotherapy.

***Standard Follow-Up Appointment (\$300)**

Standard follow-up appointments usually last for a maximum of 30 minutes and may include a combination of medication management and/or psychotherapy.

***Extended Follow-Up Appointment (\$450)**

Extended follow-up appointments usually last for a maximum of 45 minutes and may include a combination of medication management and/or psychotherapy.

Advanced Psychiatric Nurse Practitioners (NP) Private Pay Fees

***Initial evaluation (\$350)**

The initial evaluation usually lasts for a maximum of 60-75 minutes and may include medication management and/or psychotherapy.

***Standard Follow-Up Appointment (\$160)**

Standard follow-up appointments usually last for a maximum of 30 minutes and may include a medication management and/or psychotherapy.

***Extended Follow-Up Appointments (\$200)**

Extended follow-up appointment usually last for a maximum of 45 minutes and may include medication management and/or psychotherapy.

Late-Cancellation/Rescheduling/No-Show Policy

How to Cancel or Reschedule an Appointment



If you need to cancel or reschedule your appointment, please do so in the portal with at least a 24-hour lead time before your scheduled appointment. If it is less than 24 hours prior to start of your appointment, you will not be able to cancel or reschedule and existing appointment in the



portal and you will be charged a no-show/late-cancellation fee if you need to reschedule. If it is less than 24 hours before your appointment and you will need to miss your appointment or reschedule it, please send us a message in the portal.

Emails, telephone calls to our office, or communicating with us outside of portal is not considered an appropriate form of informing us about appointment cancellations or rescheduling requests.

If you are more than 15 minutes late to your appointment (initial or follow up appointment), you may be asked to reschedule your appointment, and you will be charged a no-show/late-cancellation fee.

Adolescent Patients



If the patient is under the age of 18 years old, at least one parent or legal guardian must be able to join the video call or be physically present with the patient during the entirety of the appointment. If a parent or legal guardian is not available at the time of an adolescent patient's appointment, we may request for the appointment to be rescheduled, and the responsible payor will be charged a late cancellation/no-show fee.

By signing this form, you (the patient or legal guardian of a patient under the age of 18) agree to abide by the statements below:

You hereby agree for The Brown Center to automatically charge your payment method on file our late cancellation/no-show fee if you do not abide by all aspects of this policy as outline above. Please not that this policy applies to both new and established patients.



Our no-show/late-cancellation/late arrival fee is \$100.

Forms and Paperwork



In general, we do not fill out requests for short or long-term disability (with very few exceptions), workman's compensation requests, fitness for duty evaluations, or legal forms that are not required by a court of law. If you are looking for disability paperwork, we will do our best to connect you with a provider who performs these type of assessments and we can transfer medical records, if needed.

Many forms can be completed by primary care providers, so it is our recommendation that patients check with their primary care provider first before determining whether a mental



healthcare specialist is needed to complete a form.

You hereby understand that The Brown Center and its affiliated providers are not obliged to complete forms that patients request if they do not believe that a requested form is medically indicated, necessary, or appropriate. If your provider declines to complete a form on your behalf, we will attempt to notify you of the reason for denying your request.

Payments



Payments are due at the time of services or services may be denied. Your payment method on file (credit card/debit card/health savings account card) must be active (unexpired) prior to your appointment or health services may be denied. Your signature below acknowledges that you have read and agree to abide by the following statements.

1. You agree to provide a payment method to The Brown Center in the form of an active credit card, debit card, or health savings account card that The Brown Center will hold on file before your initial evaluation and at all times throughout the course of your treatment. You understand that your payment method is required prior to your initial appointment at The Brown Center and that you may not have your appointment without a valid and unexpired payment method on file at all times during your course of treatment.
2. You agree to allow The Brown Center to charge your payment method on file shortly before or shortly after services are rendered.
3. You authorize The Brown Center to automatically charge the amount that your health insurance does not cover. You understand that The Brown Center will charge the private pay fee if your health insurance does not cover the cost of or a portion of the cost of your appointment at The Brown Center.
4. You agree to allow The Brown Center to deduct the full amount owed from your payment method on file. You also agree not to make payments on your own to any third-party vendor, without our authorization, for monies owed to The Brown Center for services rendered by us.
5. In the event of a no-show, late arrival, late cancellation you allow The Brown Center to charge your credit or debit card on file for the amount outlined in these policies.
6. You will not provide cash or write or mail checks for services rendered by The Brown Center, unless we directly solicit payment in this from you, and you understand that a credit, debit, or health savings account card is required for The Brown Center to save on file to deduct payments from.
7. You understand that your private health insurance is a contract between you and your insurance company, and that it is your responsibility to understand your benefits and how they may or may not apply to what The Brown Center charges you. You understand that you are responsible for paying any amount to The Brown Center that your health insurance does not cover, and you hereby authorize the amount owed to



automatically be charged to or deducted from your credit, debit, or health savings account card on file with The Brown Center.

8. You understand that The Brown Center may recommend lab testing, over the counter treatments, and/or prescription medications that may incur additional costs to you.
9. You understand that choosing not to follow The Brown Center's payment policy is grounds for your (or the patient you are legally responsible for) termination of care from The Brown Center.

Unpaid Balances

If you have an unpaid balance due to payment method being declined, it is your responsibility to pay your balance as soon as possible. If you have an unpaid balance, The Brown Center reserves the right to cancel any upcoming scheduled appointments and terminate your care with us.

Insurance Denials

If your provider is in-network with your private health insurance and your coverage is denied by your health insurance company, it is your responsibility (not The Brown Center's) to resolve the dispute with your health insurance company. If your health insurance company does not cover the cost of your appointment as expected, you hereby agree to allow our private pay rate to be automatically charged to/deducted from your payment method on file.

Financial Hardship



It is never our intention to be punitive. If you are undergoing a time a financial hardship, please communicate this with us so that we can help develop a treatment plan that works for you and your financial circumstance. We can discuss options with you.

Appointment Reminders



Appointment reminders are sent by email, text, or telephone/robocall messages. The Brown Center will do its best to limit sending detailed protected health information via the methods outlined in this section. The Brown Center cannot be responsible for loss or interception of information if your email or telephone is hacked, mail is stolen from your mailbox, or your computer gets a virus – as this is out of The Brown Center's control. Importantly, if an incorrect or outdated email address, physical address, or telephone number is provided to The Brown Center its staff or its providers by you or your responsible party this is also out of our control. It is your responsibility to make sure that your contact information with The Brown Center is always up to date and that we are aware of any changes to your contact information.



Physical Offices and Addresses

*Our primary/main office is located in Houston, Texas. We also have a satellite office in Austin, Texas. Our providers can work with patients throughout the state of Texas by virtual appointments.

Notice of Privacy Practices

Protected health information (PHI) is information about a patient, including demographic information that may identify a patient. The Brown Center may use and disclose our patient's PHI to carry out consultation, treatment, payment of business operations, teaching medical students/nursing students/nurse practitioner students/medical residents and fellows/therapists or therapists-in-training, and for other purposes that are permitted by law. Also, in the event of a medical or psychiatric emergency, The Brown Center may disclose PHI, without your permission, in the interest of patient safety.

Payments and Coverage

The Brown Center will use and disclose PHI to provide, coordinate, or manage health care and any related services. This includes the coordination or management with some third parties when necessary. For example, PHI may be provided to a physician, therapist, or nurse practitioner to whom a patient has been referred to ensure that necessary information is accessible to diagnose or treat a patient. PHI may also be used or accessed by another physician, nurse practitioner, or mental health provider if a patient's provider is out of town and another mental health professional is covering for them. PHI will be used to bill or to obtain payment for services rendered by The Brown Center, its staff, providers and/or covering staff or providers.

Health Care Operations

The Brown Center may use or disclose PHI to support the business activities of its office(s). These activities include, but are not limited to, maintenance or initiation of an electronic health record, appointment reminders, quality assessment, employee review, training, licensing/credentialing, to/from business associates, and conducting or arranging for other business activities. The Brown Center may use or disclose PHI in the following situations without your authorization. These situations include as required by law: emergency situations, public health, health oversight, abuse or neglect, government requirements, legal proceedings, law enforcement, coroners, funeral directors and organ donation, research, criminal activity, military activity and national security and other required use and disclosures. For minors (patients under the age of 18 years old), a parent or legal guardian will have open access to some PHI.



Teaching



Educational or Teaching Purposes

Some of The Brown Center’s providers are actively involved in providing medical education for other providers and students who are not affiliated with us. At times, medical students, medical residents, doctors, nurse practitioners, therapists, therapists-in-training, nursing students, and nurse practitioner students as well as other medical or mental health professionals or students who are not affiliated with The Brown Center may be exposed to your full PHI for teaching purposes. If PHI is used for these types of teaching or educational purposes, we will try our best to limit personal identifying information, if possible.

Public Educational Purposes

Additionally, some providers at The Brown Center are also involved in public mental health education via speaking engagements, writing mental health educational materials (including academic or popular magazine articles or books), or making media appearances related to mental health topics. Sometimes, patient cases are used in these settings for public educational purposes. However, when this occurs, we always prioritize patient privacy as well. If your case is used for public educational purposes by us, protected health information would be heavily altered/modified (for example, your age, occupation, location, relationship-status, and/or gender may be changed) – almost exclusively, you would not be able to recognize if a case is referencing you.

Your signature at the end of this document gives us consent to disclose your full PHI for educational or teaching purposes and for us to use your altered/modified PHI for public educational purposes.

No Surprises Act

In accordance with changes to the No Surprises Act implemented in January 2022, The Brown Center will assist in providing estimated costs of patient services to the best of our ability. A “Good Faith Estimate of Costs” of care for private pay patients is below. We will assist in providing additional assistance in anticipating costs of care per patient request.

Good Faith Estimate

While it is difficult to estimate private pay costs, please use the information below as a good faith estimate of the cost of care at The Brown Center & Clinics. Please note that this is just an



estimate, and current procedure terminology (CPT) codes are subject to change. Using private health insurance to cover or offset a portion of your medical care may affect the amount owed if The Brown Center & Clinics is in-network with your private health insurance network. Treatment schedules do vary, however, use this guide as a general estimate.

Initial evaluation commonly used CPT codes

90792 (Initial evaluation CPT codes)

99204 /99205 +/- 90833 (> 16 min) /90836 (> 38 min) /90838 (> 52 min) (+/- Psychotherapy add on codes)

Standard and Extended Follow-up Visit Commonly Used CPT codes

99213 (Low complexity), 99214 (Moderate complexity)

99215 (Medication management based on time or complexity of visit)

+/- 90833 (>16 min) /90836 (> 38 min) /90838 (> 52 min) (+/- Psychotherapy add on codes)

90832 (30 min Psychotherapy)

90834 (45 min Psychotherapy)

Missed Appointment

99999 (Administrative code used on no-show documentation notes)

Typical Treatment Schedule for Medication Management +/- Psychotherapy

Initial evaluation -> follow up in 2-4 weeks -> follow up in 4-8 weeks -> follow up in 2-3 months -> follow up every 2-3 months

Typical Treatment Schedule for Psychotherapy Without Medication Management

Patients typically meet anywhere from once every week to once every month.

Every patient requires a unique treatment plan, so this good faith estimate is only meant to serve as a rough guide for estimating private pay costs of services.



Texas Medical Board Contact Information

If you need to contact the Texas Medical Board, please find their contact information below:

www.tmb.state.tx.us

(512) 305-7010

Your written or electronic signature here indicates that you are either a patient seeking treatment at The Brown Center & Clinics who is 18 years old or older OR you are a parent or legal guardian of a patient who is under the age of 18 years old who is seeking treatment at The Brown Center & Clinics. Your written or electronic signature below attests that you have read, understand, and agree to abide by all the policies outlined in this document, and that you have received and reviewed a “Good Faith Estimate” of costs of care.