

## Dr. Mathieu Bermingham



Welcome to the Metro West Center For Well Being, LLC. We have some policies you should be aware of prior to your first appointment. Reviewing these policies prior to your first visit is appreciated.

Thank you for helping us create an environment where you feel your needs are being addressed while we are also respecting the needs of each other.

1. **Insurance:** Dr. Bermingham accepts Blue Cross Blue Shield, Tufts and MBHP. Please check your individual policy carefully to insure coverage, as sometimes your mental health coverage is different than your medical coverage. Other patients are asked to pay in full at the time of your visit. Our billing office may be able to submit a claim on your behalf as a courtesy for certain insurances, such as Harvard Pilgrim, Cigna, UBH or Aetna. We do not guarantee any reimbursements in these cases as it is based on your individual policy. Copays are due at each appointment and our billing office assesses a \$15 late fee for any account with a balance over 30 days due. If you are experiencing financial issues, please call us promptly to arrange a payment plan.
2. **Prescriptions:** Since Dr. Bermingham is usually only in this office 4 days a week, prescriptions can only be addressed during those times. Please keep track of your medications and allow for 7 days for a refill to be sent, although usually it is much sooner. Please request that your pharmacy send a request to us for your refills, or call our nurse at 508-376-6018 extension 3. Please DO NOT text Dr. Bermingham directly for refills, as this disrupts his visits with other patients and often does not receive a timely response. Dr. Bermingham cannot safely and responsibly prescribe medications for patients he is not seeing regularly, so repeated missed appointments will impact his ability to prescribe for you.
3. **Emergencies:** Dr. Bermingham is on staff at other facilities as well. Non-emergency phone calls should be made to 508-376-6018 and those messages are checked regularly during office hours. Dr. Bermingham will return those calls as soon as his schedule allows. In the event of an emergency, please go to the nearest emergency room or call 911. Have the medical staff contact Dr. Bermingham on his emergency cell phone at 508-446-2643. Patients and family can reach him at this number as well for urgent issues. Please be discriminating when using this phone number, it is for urgent or emergent use only.
4. **Appointment policy:** Our electronic record system does send text reminders for appointments with your permission. We have a significant waitlist so if you can't make your appointment, please let us know as soon as possible so we can accommodate all of his patients. Appointments that are missed without 24 hours notice are charged a \$75 no show fee. Repeatedly missing appointments will impact our ability to continue scheduling you.
5. **Information changes:** Please let us know as soon as possible if there are changes to your address, phone number or insurance information. Delays in processing your

insurance claim through your correct policy can lead to a denial. You are then responsible for the charges.