

# Update regarding services provided by Murphy Pain Center (MPC)

From: James Patrick Murphy, MD • March 1, 2021

COVID-19 has brought about many changes in the way MPC provides care and conducts business. For example, in our effort to optimize the safety of our patients, staff, and community, and in accordance with directives from the state of Indiana, the DEA, the CDC and others, we have practically eliminated in-person encounters. Also, MPC has become, primarily, a direct-pay medical practice. Generally, with the exception of some Workers Compensation claims, our patients pay us directly for our services, and we do not bill their insurance.

As of May 1, 2021, all direct-pay relationships will average \$70 per month, will be billed periodically, and will remain subject to future changes as necessary. This fee is for your basic recurring care within our scope of practice. Additionally, if Dr. Murphy performs a procedure that involves another facility, such as a hospital or surgical center, you can expect to be billed directly by MPC for the procedure in addition to your regular periodic fee. In addition to MPC billing, you or your insurance plan can expect to be billed separately by the other entities (e.g., hospital, lab, other doctors, etc.) involved in your care.

This is not an insurance plan, is not a substitute for health insurance or other health plan coverage, will not cover hospital services or any services not personally provided by MPC, and is not intended to replace any existing or future health insurance or health plan coverage. You are still responsible for any charges incurred for health care services not performed by MPC, including, but not limited to, emergency room visits, hospital and specialist care, and imaging and lab tests. Patients should not expect MPC to file or fight any third party insurance claims or prior authorizations on their behalf, although, at our discretion, we may try.

Since the pandemic began, Karen Doggett, our dedicated staff, and I have made many phone calls to our patients. We understand these calls to be, for the most part, not reimbursable by third-party payers. Nevertheless, these clinical encounters are legitimate and very meaningful. We do not charge per phone call or per prescription. While we cannot guarantee our availability or any specific mode of treatment (e.g., prescriptions, procedures, labs, etc.), our goal remains to provide appropriate continuity of care in the manner that we feel is in your best interest, based your individual needs, and we retain the right to make determinations about the scope of services we offer. We strive to provide our patients healthcare services in accordance with Indiana standards and guidance offered by the CDC.

Ours may not be a perfect plan, but in this pandemic, we feel it is a proper way for us to continue to provide our patients quality care. I will continue to assess the wisdom of re-opening our office to in-person visits, however I do not expect this to happen soon. I am grateful to all of our patients who have worked with us in this new practice model. You have allowed us to keep the practice afloat in a fragile time when many small medical practices like ours have been forced to shut down. I am humbled by your faith in me. In my professional career, I have experienced no greater honor than you trusting me to be your doctor during this very difficult time.

By signing below, you acknowledge and agree to continue with our direct-pay relationship as outlined in this notice until such time that you or MPC for any reason decide to end it.

Name *[please print]*: \_\_\_\_\_ Date: \_\_\_\_\_

Patient signature: \_\_\_\_\_