

Tulsa Family Psychiatry & Wellness

Rx Refill Service Fee Compliance Policy

Effective Date: January 1, 2025

This policy establishes the standards and procedures governing the implementation of Tulsa Family Psychiatry & Wellness' Rx Refill Service Fee, ensuring compliance with state, federal, and payer regulations.

I. Legal and Regulatory Basis

The Rx Refill Service Fee is classified as an administrative convenience fee rather than a medical service. It does not fall under CPT or HCPCS billing codes and is not reimbursable by insurance. This distinction is consistent with guidance from the Centers for Medicare & Medicaid Services (CMS), Oklahoma Medical Board standards, and commercial payer policies, including UnitedHealthcare's 2024 Reimbursement Policy on Services Incident-To a Supervising Provider.

The Oklahoma Administrative Code (OAC 435:10-7-12) contains no prohibition against administrative processing fees when patients are notified and provide informed consent. Medicaid subscribers are exempt from this fee.

II. Consent and Documentation

All patients must review and sign the Medication Refill Policy Questionnaire acknowledging understanding of the processing fee and related procedures. Signed acknowledgments are stored in the electronic health record and must be verified before applying the fee.

III. Operational Standards

1. The \$5 fee applies only to refill requests made between appointments. 2. Exemptions include adverse reactions, pharmacy stock issues, and Medicaid patients. 3. Payment is collected prior to refill processing and recorded under 'Administrative Fees – Non-Covered'. 4. Refills must be completed within 48 working hours of receipt. 5. Logs and reconciliations are reviewed quarterly by the Compliance Officer.

IV. Patient Communication

Patients are notified of the fee through the practice website, intake paperwork, and consent forms. Staff shall emphasize that this is an administrative service, not a billable medical encounter, and that exemptions exist for clinically necessary scenarios.

V. Oversight and Audit

The Compliance Officer (Scott Fisher, MHA) will conduct quarterly audits of fee logs and patient communications. Findings are documented and retained for seven years. The policy will be reviewed annually for continued compliance.

Approved By:



11/19/2024

Scott Fisher, MHA (CEO/Compliance Officer) Date