

**Cheryl L. Hodges, M.D.**  
BOARD CERTIFIED GENERAL PSYCHIATRIST  
1981 E. Palmer-Wasilla Hwy, #230  
Wasilla, AK 99654

(907) 357-9920 Phone

(907) 357-9921 Fax

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GENERAL INFORMATION

As a physician specializing in psychiatry, my goal is to offer you the best possible medical treatment for mental health problems you are experiencing. With your permission, I will work with your psychologist, therapist or other health care provider, to provide you with a well-rounded and comprehensive treatment plan.

I specialize in adult general psychiatry and am board certified by the American Board of Psychiatry and Neurology. I am an independent solo practitioner. I am not on staff at Providence Alaska Medical Center, Mat-Su Regional Medical Center, or Alaska Regional Hospital, and do not use their emergency rooms or facilities. If more extensive treatment is needed for your care, I can refer you for treatment at another treatment facility such as Mat-Su Behavioral Health Services, Providence Alaska Medical Center, Anchorage Community Mental Health Services, etc. I would be happy to consult with your treatment team at that facility given your release of information to do this.

Your other physicians may request consultation with me prior to a hospital admission for medical or surgical purposes. You and I can discuss this in advance of elective procedures. For established patients, I am on-call for psychiatric emergencies at all times. If for some reason I am not available, a colleague will cover my calls.

I will not discuss your case with anyone, including family, unless you have given me prior written permission to do so. The only exceptions are:

1. If I believe you to be a significant danger to yourself or someone else.
2. If you have a bona fide emergency and information is requested which would be pertinent to the management of that emergency.
3. If I have been subpoenaed by a judge or court.

Our office is in compliance with HIPPA (Health Insurance Portability and Accountability Act), a federal law that protects patient information. Please discuss any questions about confidentiality with me.

PAYMENT, INSURANCE BILLING AND CLAIMS, DEDUCTIBLES, AND COPAYMENTS

I accept payment in the form of cash, personal checks, MasterCard and Visa. I am a preferred provider for BlueCross-BlueShield/Premiera and Tri-Care. I do not accept Medicare or Medicaid.

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If you wish to have your insurance company billed, please provide us with your insurance information 2 business days prior to your first appointment. This will enable us to acquire any necessary prior authorization. Your insurance company may or may not cover behavioral/mental health services. We encourage you to contact your insurance company and verify your plan provides benefits for behavioral/mental health services. Any denials of payment from insurance are the patient's responsibility. Payment, co-payment and any unmet deductible is expected at the time of service. My billing service, R and R Medical Billing, will file any insurance claims on your behalf. Their phone number is (907) 745-6440. They will answer any questions regarding billing or insurance matters.

If you do not make a payment or set up financial arrangements to settle your account within thirty (30) days from the date of the statement, you may be considered for collections. If your account goes to collections, a 25% collection fee will be added to your account. If a check is returned for insufficient funds, you will be charged an additional \$25 per check. Patients that have had returned checks with this office will need to use another means of payment in the future.

#### OFFICE HOURS

Our office is open Monday through Thursday, from 8:00 a.m.-5:00 p.m., closed for lunch from Noon to 1:00 p.m. We are closed Friday through Sunday, and on certain holidays.

#### COMMUNICATIONS

Our websites, [www.CherylHodgesMDPsychiatrist.com](http://www.CherylHodgesMDPsychiatrist.com) and [www.tmscenterofalaska.com](http://www.tmscenterofalaska.com), is for informational purposes only, and for requests for more information about our services. For established patients, the preferred means of communication with this office is by telephone.

#### MISSED APPOINTMENTS OR LATE CANCELLATIONS

If your appointment time is inconvenient, please reschedule as soon as possible but at least one business day in advance. You will be billed for "no shows" at the full rate. Same-day cancellations may be charged at the full rate, but are considered on a case by case basis. Insurance companies are not responsible and will not cover fees associated with missed appointments. Please discuss any charges, payments, or billing questions with my office manager and/or billing service.

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#### MEDICATION REFILLS

You will be provided with enough refills to last until your next appointment. If you find that you are going to run out of medication, and you have another appointment already scheduled, please ask your pharmacy to fax a refill request. Refill requests will be processed within 2 business days. For patients with missed appointments, or who are not current with their appointments, refill requests may be denied.

#### EMERGENCY ACCESS

In case of emergency, for established patients, I am available at all times. I may be contacted after business hours, at night, or on weekends via my answering service, at (907) 276-2978. When I am out of town or otherwise unavailable, another psychiatrist will be covering for emergencies or urgencies. It is inappropriate to call the after hours answering service for routine request such as rescheduling of an appointment.

If you have any questions or need any additional information prior to your first appointment, please feel free to call our office.