

Juliana Lockman, M.D., Pax Medical Group Inc., 15559 Union Ave, Ste 3012, Los Gatos, CA 95032 Phone: 408-359-7077 Email: consult@lockmanmd.com

Secure Portal, Emails, Phone Calls & Emergencies

Dr. Lockman has a secure patient portal through Simple Practice, through which you may send communication that involves personal health information protected by HIPAA.

Dr. Lockman's email consult@lockmanmd.com can be used for communications that do not involve HIPAA-containing information. For small administrative matters such as checking appointment times or changing them, you are welcome to email Dr. Lockman. Emails are generally returned within 48 hours on weekdays.

If you need to contact Dr. Lockman between sessions about a clinical matter, please leave a message on her confidential voicemail at 408-359-7077. When in the office, she does her best to respond within 48 hours.

If there is a life-threatening emergency, including imminent safety concern for you or others, please call 911 or use your local emergency services. Dr. Lockman's voicemail and email are for non-urgent communications only.

Billing and Payments

If you are a Kaiser client and have an active authorization for treatment with Dr. Lockman, Kaiser will be billed directly for services. Otherwise, Dr. Lockman does not accept insurance. If you would like to request reimbursement from your insurance company, please contact them directly for details. Dr. Lockman is glad to provide a superbill.

Please notify Dr. Lockman if you have Medicare. There is limited appointment availability for Medicare clients and a Medicare-approved fee schedule applies.

If you do not have insurance, will be paying out of pocket and have financial challenges, please ask to see if you qualify for a discounted rate. A "sliding scale" exists for this practice, based on household income and dependents.

Payment for services is via credit card and typically occurs within 48 hours after your scheduled appointment. The intake paperwork contains forms for credit card information and authorization.

Cancellation

If you are unable to attend an appointment, we request that you provide at least 48 hours advanced notice. Since we are unable to use this time for another client, please note that you may be billed \$50 if it is not timely canceled, unless such cancellation is due to illness or an emergency. We appreciate your help in keeping the clinic schedule running timely and efficiently.

Open Payments Notice to Patients

The Open Payments Database is a federal tool used to search payments made by drug and device companies to physicians and teaching hospitals. It can be found at <https://openpaymentsdata.cms.gov>. For informational purposes only, a link to the federal Centers for Medicare and Medicaid Services (CMS) Open Payments web page is provided here. The federal Physician Payments Sunshine Act requires that detailed information about payment and other payments of value worth over \$10 from manufacturers of drugs, medical devices, and biologics to physicians and teaching hospitals be made available to the public.