



Compliance and Privacy / Terms and Conditions:

1. REVOCATION OF CONSENT AND AUTHORIZATION

- You may revoke any of the consents or authorizations provided in this form orally to a CEH provider or in writing at any time
- Revocation takes effect when received by CEH at school clinic
- Revocation does not affect actions already taken

2. Limits of Parental Right to Consent

- In accordance with Louisiana law, a minor may legally consent for the prevention, diagnosis or treatment of
 - (1) a pregnancy or its lawful termination;
 - (2) substance abuse, including drug and alcohol abuse;
 - (3) a mental or emotional health condition, or
 - (4) a sexually transmitted disease.
- Furthermore, parental consent is not required for the application of emergency first aid treatment or the provision of services where the health of a student is endangered. Furthermore, parental consent is not required for the application of first aid treatment or the provision of services where the health of a student is endangered. Parental consent is not required for students who are 18 years or older or for legally emancipated students.
- You further agree that you will promptly inform CEH in writing of any changes in your child's physical or dental-health and any change in the custody of your child which affects your ability to provide this consent on behalf of your child.

3. Information Sharing

- Your child's health information will be shared and stored only as permitted by FERPA, HIPAA, HITECH acts, and other applicable state and federal laws.
- CEH and affiliated healthcare providers may share information like health screenings, health condition, immunization history, disciplinary and attendance information, and special education records to coordinate care.

4. Medical Records and Privacy

- Your child's medical records may be shared with schools, third party providers for treatment, and insurers/payers for payment for healthcare services, and healthcare operations.
- You have been provided with CEH's Notice of Privacy Practices.

5. Post-Visit Communication

- CEH may contact you after visits via phone, text, email, or mobile apps.
- You can opt out of receiving text messages by written request.



6. Insurance and Billing

- CEH will bill your insurance or third-party for services rendered.
- CEH may verify your insurance coverage and obtain necessary pre-authorizations.
- You are personally responsible for co-pays, deductibles, and uncovered balances, and understanding my insurance coverage and associated benefits.
- Failure to provide accurate insurance information may result in you being personally responsible for the full charge.

7. Payment Terms

- Acceptable payment methods include: Cash, Credit Card, Personal Check, and Online Payment
- A service fee of \$35 will be charged for all returned checks
- Accounts with balances over 90 days may be subject to collection proceedings
- Payments are due within thirty (30) days of receiving a billing statement.

8. Financial Assistance

- If needed, you can request a payment plan or financial assistance in writing.
- Requests must be submitted in writing and will be evaluated on a case-by-case basis.

9. Dispute Resolution

- Any disputes will first go through CEH's internal process. Unresolved issues may be settled by arbitration. The prevailing party in arbitration shall be entitled to recover reasonable attorneys' fees and costs.
- If unresolved, any claim, dispute, or controversy shall be settled by binding arbitration administered by the American Arbitration Association under its Healthcare Payor and Provider Arbitration Rules.
- The arbitration will be conducted by a single neutral arbitrator and will take place in the county and state where services were rendered.
- The prevailing party in arbitration shall be entitled to recover reasonable attorneys' fees and costs.

Compliance and Privacy

Care Eleven Health complies with all state and federal laws to protect your child's health and education records, including:

- Family Educational Rights and Privacy Act of 1974 (FERPA).
- Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- Health Information Technology for Economic and Clinical Health (HITECH).
- Louisiana Department of Education and Health guidelines.
- School-based Nursing Services in Louisiana, Resource handbook
- Louisiana child Protection Act (La. R.S. 15.587.1)
- LDH, Bureau of Family Health, Adolescent School Health Program



- LDH, School-Based Medicaid Medical Direct Services (Title 50, Part IV)
- National Committee for Quality Assurance (NCQA)
- CMS: Comprehensive Guidelines for Delivering Services in School-Based-Settings
- World Health Organization, Operational Framework for Primary Health Care UNCIF for Every Child