

CARY BEHAVIORAL HEALTH PC

160 N.E. MAYNARD ROAD, SUITE # 200, CARY, NC 27513

PHONE (919) 466-7540 FAX (919) 466-7543

POLICIES AND PROCEDURES

INSURANCE: As a courtesy to you, Cary Behavioral Health will accept assignment of any insurance benefits that our providers are in network with and will electronically file claims directly to your insurance company. (Please note we cannot send paper claims and if your insurance requires this you will have to submit claims on your own.) However, payment of all applicable copays and deductibles (or any other amount not covered by your primary insurer) is required at the time services are rendered. Cary Behavioral Health will not be able to file claims to your insurance company unless you provide us with accurate and complete information about your insurance plan. You must also promptly inform us of any changes in your insurance coverage or we will not be able to file your claims. Similarly, many insurance companies are now managing their mental health benefits. This means you should consult your insurance company regarding your mental health benefits, and please remember a quote of benefits from your insurance is NOT a guarantee of payment. Also some insurance company's have a set amount of approved sessions, then prior authorizations are required. You are responsible to advise Cary Behavioral Health when you are in need of prior authorizations. If you are not sure please ask us our staff and we will be happy to assist.

PAYMENTS: Please note that you are ultimately responsible for all charges incurred for your treatment. If for any reason your insurance company, or other third party payer (such as a parent or spouse), does not reimburse Cary Behavioral Health for services rendered, you will be responsible for those charges after 30 days. Any balances that age past 90 days will be transferred to a collection agency and you will automatically be terminated from the practice.

Upon signing of this agreement you agree, in order for us to service our account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers. We may also contact you by sending emails, using any email address you provide to us. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable.

EMR / MEDICATION HISTORY: Cary Behavioral Health uses Electronic Medical Records recording. With signing of this policy I would be the authorizing Cary Behavioral Health to obtain, electronically prescribe and share my medication history with any pharmacy and/or my doctor.

PRESCRIPTIONS: Please note we require at least 48 hours notice to process all prescription refills. All stimulant prescriptions pick-ups will be charged a \$15.00 fee. (Note: These fees are not billable to insurance)

AFTER HOURS TELEPHONE CALLS: Crisis intervention calls by telephone will be charge \$30 for the first 10 minutes and \$20 for every additional 10 minutes.

RETURNED CHECKS: It is policy of this office to charge a fee of \$30.00 for all returned checks of which payment is due within 15 days from receipt of notice. Once an account has a return check fee charge to it, regardless of reason, only cash or credit card will be accepted.

RECORD COPY FEE: To cover the costs incurred in searching, handling, and copying medical records a fee for each request shall be seventy-five cents per page for the first 25 pages, fifty cents per page for pages 26 through 100, and twenty-five cents for each page in excess of 100 pages and a minimum fee of up to ten dollars, inclusive of copying costs, for mailing medical records for the patient or the patients designated representative

APPOINTMENTS: If you are unable to keep an appointment, please notify our office immediately. **If an appointment is missed without 24 hour notice there will be a charge of \$60.00.** We do try to call the day before as a courtesy, and will leave a message on your answering machine, or with a responsible party in your household, unless you specifically request us not to do so.

REPORTS / DOCUMENT PREPARATION: We require at least 3-5 days to prepare all reports. Reports fees range from \$30.00 to \$75.00 depending on complexity.

LABS: You may receive a separate bill for labs from another facility. You are responsible for any co-pay or balance due from these services if they are not reimbursed by your insurance.

I, _____ have read the policies and procedures and understand and agree to these policies. I understand that I am legally responsible for my entire bill. I also acknowledge to receiving HIPPA Notice of Privacy for Cary Behavioral Health, P.C.

Signature of Patient or Responsible Party

Date