

# Blue Ridge Behavioral Health: Patient Policies

## **Office Hours**

Evening, weekend and other hours are available at the discretion of your clinician. The business office is open Monday through Friday from 8:30am until 5:00pm.

## **Appointments**

All appointments are scheduled. Psychiatrist's appointments are scheduled by the administrative staff. All other appointments are scheduled by your clinician. Twenty four hours notice is required to cancel an appointment. Payment for missed appointments are the responsibility of the patient. Missed appointment charges are as follows: Psychiatrist = \$160; Psychologist = \$145; Counselors or Social Workers = \$130.

## **Telephone Service**

The office uses a voice mail system. Please listen carefully to all options. During business hours, you can direct your call to the receptionist at any time by selecting "0". If you know the extension of your clinician, you may enter it at any time. If you do not know your clinician's extension, you can press "4" for a directory. The prescription line is monitored daily until 4:00 p.m. The following services can be reached directly by entering the appropriate extensions:

New patients – 1

Prescription refills – 2

Physician scheduling – 3

Billing – 5

## **Emergencies**

If you have an emergency outside of normal business hours, contact our answering service at 301-712-9183. If your clinician is unavailable, the answering service will direct you to the on-call clinician. Please do not call for non-emergency problems after regular business hours.

## **Prescription Refills**

When you need a prescription refill, please contact your pharmacist first. If no refills remain, the pharmacist will call our office to authorize a new prescription. For other pharmacy requests (mail order, Adderall, Ritalin, Concerta, Dexedrine, Metadate etc) please select extension 112. ALLOW A MINIMUM OF 24 HOURS FOR PRESCRIPTIONS TO BE PROCESSED.

## **Managed Care**

Managed care plans have various rules about how to begin treatment. If your plan requires a referral from your primary care physician, we must receive the referral prior to the first visit. Some plans require phone authorization before beginning treatment. If the required referral or authorization is not presented at the first visit, you agree to waive your insurance benefits and you will be responsible for payment in full at time of service.

## **Other Fees**

Psychiatrists charge \$275 per hour, rounded to the nearest 15 minute interval, for school or team conferences, consultations conducted by telephone, and time spent reviewing, preparing, and/or writing reports. The charge for court-related services is \$600 per hour rounded to the nearest 15 minute interval.

Psychologists charge \$145 per hour, rounded to the nearest 15 minute interval, for school or team conferences, consultations conducted by telephone, and time spent reviewing, preparing, and/or writing reports. The charge for court-related services is \$360 per hour rounded to the nearest 15 minute interval.

Social Workers charge \$130 per hour, rounded to the nearest 15 minute interval, for school or team conferences, consultations conducted by telephone, and time spent reviewing, preparing, and/or writing reports. The charge for court-related services is \$300 per hour rounded to the nearest 15 minute interval.

The minimum charge for copies of patient records is \$15 plus 50 cents per page. The maximum copying charge per patient chart is \$75. There is an additional fee of \$15 if the chart is archived off-site (typically older than 2 years).

These charges are not subject to insurance reimbursement and are the responsibility of the patient.