

## Welcome to Promedica Psychiatry Group

Please take time to read this document. It contains information about appointments, policies and procedures which will be important in your care.

### Insurance Coverage

Unlike medical benefits, many insurance companies have different rules for the coverage of mental health services. It is also common for insurance policies not to cover outpatient psychiatric treatment. Since each person's insurance plan is different, it will be difficult for the office to tell you what your plan covers without calling to verify.

Oftentimes, coverage of services requires the office to call or file for "authorization." **Authorization** means that your insurance company tells us what type of visits they will pay for and how many times you can be seen. Once we know what your benefits are we will report them to you so you know what to expect.

### Appointments

Insurance companies and third party payers have a set system of classifying appointments for which they will pay. Thus we have set up our appointments to meet their requirements. They are as follows:

Initial Appointments	60-90 minutes
Psychotherapy	50 minutes
Medication checks	20-30 minutes

### Making Appointments and Rescheduling

Typically, your next appointment will be made before you leave. This is usually done by the practitioner you are seeing. However, should you need to reschedule your appointment, please call 770-554-8812 at least 24 hours in advance.

Rescheduling less than 24 hours in advance will result in a charge for a missed appointment.

## Medication Refills

Typically, providers will give you prescriptions for medications and appropriate refills to get you to your next appointment. Subsequently, when you run out of refills at the pharmacy, this should let you know that you need to make another appointment, if one has not been made already. In cases where you will run out of medication before you can be scheduled to be seen, you will be given a refill to last you one month. You must keep your appointment for future refills to be given.

Given the size of our practice, it is impossible for us to always be able to keep up with when you need a medication refill. While we try to authorize refills in a timely manner, ***please give us 2 business days to respond to any refill request.***

When you need a refill, it is also helpful for you to ask your pharmacy to fax us a request (770-554-9810). This will help us respond more quickly.

### ***Adderall, Vyvanse, and other Controlled Medications***

Many medications used to treat ADHD require that you take a written prescription to the pharmacy to have filled. Refills are not able to be authorized over the phone.

When needing a refill of a controlled medication, please do not wait until you have taken the last pill. Ideally, ***we would like at least 5 days*** to respond to refill requests for these medications. However, we will do our best to respond to your request within 2 business days.

### **Medication Prior Authorizations**

Many medications prescribed for mental illnesses require special approval from insurance companies. Here again, we try to respond to these requests in a timely manner. However, ***please give us 2 business days to respond to any prior authorization request.***

***Please note:*** *this does not mean that authorization will be obtained in 2 days. Since much of the authorization process is dependent upon your insurance company to act, this simply means that we will file the appropriate paperwork within 2 business days of getting the forms, proper information and contacts.*

## **Medical Letters and Completion of Forms**

From time to time, individuals need medical letters or forms completed for work, insurance or disability determinations. Practitioners at Promedica Psychiatry Group can and will assist with this. However, given staffing patterns and required duties, these letters and forms cannot be completed overnight. ***We ask that you give us 10 business days to complete any letter or form.***

Please note, a charge is typically assessed for the generation of medical letters and completion of forms. Sometimes this can be charged to a third party. Other times, financial responsibility will fall on the patient.