



ROCHESTER CENTER FOR BEHAVIORAL MEDICINE

RCBM Policies and Procedures

Welcome to the Rochester Center for Behavioral Medicine. We are pleased that you have chosen to receive treatment at our clinic. It is our goal to help expedite your treatment goals as smoothly as possible. For this reason, there are several policies of which you should become aware. Please review the following:

Prescription Policies:

You may obtain prescription refills from your prescribing clinician during your scheduled appointments. If your prescriptions will run out before your next appointment, you may submit our online refill request form, which can be found on our website (www.rcbm.net) under "Prescription Refills." Please note that medication changes can only be made by your prescriber, not by RCBM office staff.

Be sure to allow 2-3 BUSINESS DAYS for your prescription to be processed. Please be aware that the prescription request system is not checked over the weekend, so requests submitted from Friday afternoon through Sunday night may not be received until Monday morning.

We are now able to e-scribe controlled substance prescriptions to *most* pharmacies. This newer (2015) functionality is a safer and more efficient way to prescribe these medications. If your pharmacy does not participate in this program, we may ask you to select a pharmacy that does. Please allow us time to transmit your prescriptions to your pharmacy after your appointment. Please also note that we are mandated to access your prescription history before prescribing or refilling any controlled substances. If your prescription report contains information that needs to be discussed with you, we may require an in-person appointment before your request is processed.

Some insurance companies may require a prior authorization before certain prescriptions can be filled. This process often takes up to an hour of administrative time. Please note that, if a prior authorization is needed, you may need to wait one to three days for your prescription to be authorized by your insurance company.

Medications prescribed by RCBM are expected to be taken only as prescribed, and only by the patient to whom they were issued. Any misuse or diversion of medications may result in termination of care.

Appointment Duration and Frequency:

Once you are doing well on your medication regimen, your medication management visits may become less frequent. However, the maximum time between appointments cannot exceed four months unless your clinician has made a special exception for you. Further, three-month prescriptions cannot be processed until outstanding balances have been addressed.

The frequency of therapy visits varies based on acuity of the patient's presenting concerns. Therapy visits are generally 45-50 minutes in length. Medication reviews and supportive therapy typically last around 15-20 minutes. Therapy visits longer than 53 minutes are considered 'extended visits' and may be billed at a proportionate rate.

Cancellation Policy:

We ask that you provide at least 24 hours of notice if you need to cancel your appointment (48 hours for testing appointments), as we often have a wait list that we try to accommodate. A message may be left if you call

before or after business hours. If you do not give the required notice on a missed appointment, you are subject to a charge that is the full amount of your visit. Please let your clinician know if there has been an emergency. This missed appointment fee cannot be billed to your insurance company.

Reminder Calls/ Phone Tree:

Appointment reminders are made the business day before your appointment. Our reminder system allows you to receive a reminder by any combination of e-mail, text, or phone call. You may use this system to confirm appointments but cancellations must be made by calling our office directly. You are able to opt out of any of these automated reminder methods at any time. Be sure you have provided the front office staff with any changes in your contact information to ensure that you receive these reminders. Please be aware that reminder calls are offered as a *courtesy* and are not guaranteed. The patient remains responsible for keeping track of your appointment date and time.

Updating Information:

Please be sure to notify us of any changes to your contact information, including the best phone number to use for reminder calls. Also remember to give us your updated insurance card should your policy change. If an up-to-date insurance card is not provided, you will be responsible for out-of-pocket payment for the visit.

Electronic Medical Record:

The Rochester Center for Behavioral Medicine utilizes an Electronic Medical Record. All information contained in your record is securely stored and remotely backed up, and all Electronic Protected Health Information (ePHI) policies are carefully observed.

You may notice your clinician typing throughout your visit. This allows our staff to accurately capture the information you are presenting.

HIPAA Information:

RCBM takes privacy very seriously. We require all employees to complete a formal HIPAA training course and pass a certification exam. RCBM staff exercises absolute discretion when conducting transactions involving the exchange of protected health information (PHI). We will not release any PHI to an outside source unless we have obtained the patient's (or patient's legal guardian's) written consent. If you need any information released, your clinician or our front office staff would be happy to provide you with the appropriate forms. The forms can also be located on our website. Please note that, upon the request of your referring physician's office, we may release information required to coordinate your care, as allowed by HIPAA.

Medical Record Requests:

Should you wish, we are happy to release information to other medical professionals. To make a medical records request, please call extension 259. Once the request has been made and a release has been signed, it may take up to two weeks to process your request. Depending on the nature of your request, you may incur a fee for this service. Please be aware that progress notes are kept for internal use. Therefore, it is up to the discretion of the clinician to decide whether records will be released directly to the patient.

Payment:

Please be prepared to pay your co-pay or session fee at the time of service. You are responsible for your insurance company's "allowed amount" for each visit until your deductible has been met. Payment is expected on the date of service even when the responsible party is not present for the visit.

Should you need your clinician to prepare a letter, report, or complete forms on your behalf, you may incur a charge for time spent on these activities. This charge is typically billed at \$25 for every 15 minutes spent. Please note that this charge is not billable to insurance.

RCBM accept checks, cash, Visa, MasterCard and American Express. If you cannot make a payment on the date of service, please contact our billing department at (248) 608-8800 x 202 to make payment arrangements.

Should you wish, we are able to leave a credit card on file. You can also make a payment online at: www.myproviderlink.com. Individuals who default on established payment plans without contacting our billing office, or individuals who do not return phone calls related to billing issues, may be asked to seek care elsewhere.

Insurance Questions:

We understand that insurance issues can be difficult to navigate. Terms such as deductible, co-insurance, co-pay, and out-of-pocket-maximum, may not be universally understood. If you have any questions about general insurance terms or need help understanding your specific coverage, please feel free to contact our billing department at: 248-608-8800 x 202.

Mid-Level Providers:

The Rochester Center employs physician assistants and psychiatric nurse practitioners (often referred to as mid-level providers or physician extenders). These professionals are experienced, independently licensed behavioral health providers. They are able to prescribe medications and practice under the close supervision of Joel L. Young, M.D., Medical Director. Patients may be directly assigned to the care of these providers or may see a mid-level provider if Dr. Young becomes unexpectedly unavailable.

Useful Information:

RCBM is active on social media. Please follow us on Facebook (RCBM) and Twitter (@RochesterCenter) to stay abreast of mental health news, topics of interest, and clinic news and updates. We also update our website (www.rcbm.net) regularly. Finally, Dr. Young's blog on PsychologyToday.com (When Your Adult Child Breaks Your Heart) is an excellent source of information on all topics related to mental health.

Please feel free to speak with our front office staff if you need clarification on any of the information listed above. Thank you for your cooperation. We look forward to working with you!

I have read the above-listed policies and agree to abide by them. I understand that any violation of these policies may result in the termination of my care.

Patient/Guardian Signature

Date