



Cleveland Psychiatry Associates LLC
6909 E Royalton Road, Ste 201
Brecksville, Ohio 44141-2478
Phone: (440) 630-9426 Fax: (440) 630-9129
www.clvpsych.com

OFFICE POLICIES

CONTACTING OUR OFFICE

Please contact the office via phone for all routine matters such as appointment scheduling or requests, medication refills, billing questions and other non-urgent questions. If you need to cancel a scheduled appointment, please give our office 24 hours' notice. Our staff is available from 9 a.m. to 5 p.m. Monday through Friday and 9 a.m. to noon on Saturday.

IN CASE OF EMERGENCY

In the event of a life-threatening emergency, for instance, you are feeling suicidal or feeling as if you might harm others, please go directly to the nearest emergency room, (by ambulance if appropriate), and advise the staff that you are our patient.

If you are having a serious medical or mental health problem after hours and up until 9 pm, on weekends or holidays, please call the regular office number, follow the prompts, and ask for your provider. Please note that this service is not available for routine questions and concerns, or medication refills, that can wait until the following business day.

PRESCRIPTION RENEWALS

Prescription renewals are most efficiently handled by contacting your pharmacy. Please try to anticipate your need for prescription refills by notifying the office at least 3 business days in advance or by advising your physician of your needs during regularly scheduled office visits. If you have not been seen in this practice within the last four to six months depending on your medication regimen, it is our policy that you make an appointment to renew your medication.

INSURANCE PLANS/PAYMENT INFORMATION

Our practice participates in many insurance plans. An updated list is available by contacting our office. Since each plan has different requirements and coverage limitations and exclusions, it is the responsibility of the patient to understand and meet the requirements of their individual plan. Most patients will have a "co-pay" (a portion of their charges which is not covered by insurance). Most plans also have a "deductible" amount which must be paid out of pocket before appointments are fully covered minus the "co-pay". You may call your insurance or talk with our

staff regarding what your deductible and co-pay responsibilities are. Co-pays, deductibles, and non-covered charges are payable at the time services are rendered. Our billing staff is available to assist you with questions regarding billing. Please call the office during normal business hours.

For out-of-pocket costs for services, please contact our office during normal business hours.

We understand that health care can be expensive, and we try to keep these costs as reasonable as possible. Outstanding balances of greater than \$100 for more than 60 days must be paid in full or a payment plan set up and adhered to before any new appointments will be made or refills for medications given. We reserve the right to collect outstanding balances by any legal means (including collections and small claims court) Legal fees will be added onto any claim.

We accept payment by cash, personal check, Visa, MasterCard, Discover and American Express.

RETURNED CHECK POLICY

There is a \$35 fee for any check returned by the bank. This will be payable prior to your next visit.

UPDATING YOUR INFORMATION

Patients are responsible for providing accurate, up-to-date information. If your address, phone number or insurance coverage have changed, please notify our office as soon as possible.

LABORATORY, RADIOLOGY AND HOSPITAL CHARGES

Reference laboratories are independent of our practice and will bill separately for their services. For all laboratory, radiology, and hospital charges, it is the patient's responsibility to determine if these providers are covered by your individual plan. Most will bill your insurance directly. If you have questions about bills and cannot resolve them with your insurance company or other provider directly, please talk to a member of our billing staff.

CANCELLATION POLICY

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. To be respectful of your fellow patients, please call the office as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

If you need to cancel your appointment, please call us at (440) 630-9426 between the hours of 9 am and 5 pm, Monday through Friday. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, we will charge the patient a \$100 missed appointment fee.

For new patients' first appointments, a no show or late cancellation will result in a full charge of the new patient fee.

Please note insurance does not cover the above fees. If you have three "no-shows" or late cancellations in a 6-month period, you may be subject to termination from Cleveland Psychiatry Associates LLC.

We understand that emergencies do arise, and they will be considered on a case-by-case basis.

Patients who are on controlled substances (stimulants, benzodiazepines) that no show or late cancel for their scheduled appointment will not receive a refill until you are seen again by your provider.