



ROCHESTER CENTER FOR BEHAVIORAL MEDICINE

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 read the following:

Prescription Policies:

You may get prescription refills from your prescribing clinician during your scheduled appointments. If your prescriptions will run out before your next appointment, you may have them refilled in three different ways:

1. Fill out our online prescription request form and e-mail it directly to our prescription liaison. This process requires one business day to be processed. This is the preferred method of submission.
2. Call our prescription line at: (248) 608-8800 extension 256. The greeting will instruct you on what information will be needed to refill your prescriptions.
3. Print our prescription refill form off the internet, fill it out and fax it to us at: (248) 608-2490.

Keep in mind that certain controlled substances cannot be called into a pharmacy, nor can re-fills be authorized for these medications. These substances include generic and brand names for all forms of the following: Focalin, Adderall, Concerta, Dexedrine, Ritalin, Metadate, and other controlled substances.

Be sure to allow 2 BUSINESS DAYS for your prescription to be processed, unless you use our online submission which requires one business day. If you need your script mailed to you, please allow 4 to 5 business days. **Please be aware that the prescription mailbox will not be checked over the weekend**, so prescriptions called in after 9:00 a.m. on Friday may not be received until Monday morning.

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

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. A \$25 administration fee may be applied in these cases. If applicable, this fee will be added to your account and will appear on your RCBM billing statement. Please note that, if a prior authorization is needed, you may need to wait one to three days for your prescription to be authorized.

Appointment Duration and Frequency:

The number of mental health visits that will be covered per benefit year varies from one insurance plan to the next. This limit includes medication reviews as well as therapy visits. You should discuss

this with your therapist at the beginning of your treatment. It is wise for you to be aware of where you are in your yearly allotted visits.

Therapy sessions are generally 45-50 minutes in length. They typically occur every one to two weeks early on and become more spaced out as the patient begins to feel better. Medication reviews typically last around 15-20 minutes.

Cancellation Policy:

We do have a cancellation and no-show policy here at RCBM. We ask that you give us at least 24 hours notice if you need to cancel your appointment, as we often have a waitlist that we try to accommodate. If you do not give at least 24 hours notice on a missed appointment, you are subject to a \$90 charge. Please let your clinician know if there has been an emergency. This missed appointment *cannot* be billed to your insurance company!

Reminder Calls:

Reminder calls are made on the business day before your appointment. Be sure you have provided the front office staff with the best way to reach you. 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.

HIPAA Information:

We take privacy very seriously here at the Rochester Center. We will not release any information 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 will provide you with the appropriate forms.

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. We accept checks, cash and the following credit cards: Visa, MasterCard and American Express. Any billing questions may be directed to Brenda at: (248) 851-0526.

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!