

Wellshire Behavioral Services

POLICIES AND PROCEDURES

Welcome to Wellshire Behavioral Services at The Mental Health Center of Denver (MHCD), serving children, adolescents, and adults. Our goal is to provide you and your family timely, respectful, quality service in a pleasant practice environment.

HOURS

Wellshire Behavioral Services is open by scheduled appointment only. When the office is closed, a brief voice mail message can be left on the general voice mailbox.

APPOINTMENTS

Appointments can be scheduled through Wellshire Behavioral Services. We do not over-book or double-book; the time you schedule is yours. If you cannot or do not plan to keep your appointment, please let us know at least one work day (24 hours) in advance to avoid a charge.

EMERGENCIES

If you have an immediate life and death emergency, call 911 or go promptly to an Emergency Room or Urgent Care for assistance. During office hours, your doctor will return calls as possible between patients. We make a strong effort to return all patient calls on the day received (please be sure we have current home, cell, and work phone numbers) and at least by the end of the next working day. If you feel your concern is urgent, please make this clear to the Front Desk Staff so that we cannot underestimate your concern. Please do not hesitate to call back. You may also find it helpful to contact your therapist or primary care physician.

AFTER HOURS / HOLIDAYS

If you have an immediate life and death emergency, call 911 or go promptly to an Emergency Room or Urgent Care for assistance. After hours, weekends, and holidays, please contact your doctor per the after hours instructions given to you at your initial appointment.

DOCTOR-PATIENT RELATIONSHIP

Wellshire Behavioral Services psychiatrists or nurse practitioners become your primary psychiatric medical provider when a mutual agreement is made to work together after the initial evaluation (usually one to three appointments) is completed. This relationship is a professional, cooperative partnership in which we both have responsibilities to work toward agreed-upon goals. Because of the nature of psychiatric treatment, a person or family must be seen at least every three months to be considered an active or current patient of Wellshire Behavioral Services.

PRIVACY RULE

Health Insurance Portability and Accountability Act specifically allows covered entities to use, access and disclose protected health information for the purpose of healthcare operations, payment and treatment activities. Wellshire Behavioral Services is committed to the protection of privacy and confidentiality of medical information under all state, federal and HIPAA regulations.

RECORDS

The fee for copying records is \$14.00 for the first ten pages or fewer, \$.50 per page for pages 11-40 and \$.33 per page for every additional page.

PAYMENT

Copayment or payment-in-full is due at the time of service. Personal checks, cash, and MasterCard/Visa are accepted. We cannot make change.

RETURNED CHECKS

There is a \$25 charge for returned checks.

INSURANCE

Wellshire Behavioral Services will bill your insurance. A copy of your insurance information will be kept on file in our office. Please inform the Front Desk Staff in a timely manner if there are any changes to your insurance policy. Your insurance policy is a contract between your insurer and you. You are responsible for all charges incurred, as well as for any services that are not covered by your policy, such as telephone consultations, testing, and reports.

REPORTS, EXTENDED CALLS, LETTERS

Due to the additional time and costs incurred, there is a charge for extended or complex phone calls, and for letters, reports, medication authorizations, or extended calls done on your behalf to other clinicians or insurance companies/agencies.

MISSED APPOINTMENT FEE

There is a fee for appointments missed, canceled, or changed less than one business day (24 hours) in advance, except when, at the discretion of the clinic, there exists dangerous weather conditions, serious illness, or a life-threatening emergency, or if we are able to schedule another patient during the appointment slot you have canceled. For example, if you have a Monday appointment scheduled for 3:00, you must notify us of any change no later than 3:00 the previous Friday (or sooner if that Friday is a holiday).

Please remember, this is fully your time. We do not over-book or double-book appointments. Please notify us promptly if you cannot make your appointment so that we can offer the time to someone else. The missed appointment fee equals the full amount that would have been received for your appointment. For patients not using insurance, the fee is the standard rate for the scheduled appointment. For patients using insurance, the fee equals the amount of your standard payment (copay, coinsurance, or deductible) plus the amount that would have been reimbursed by the insurance company. Insurance does not cover missed appointments.

I have read the Policies and Procedures and understand the fees that may be charged for administrative services and missed appointments. (you will sign electronically at our office at the time of your appointment)