

Office Policy

Thank you for choosing Young Minds Psychiatry LLC, to provide your psychiatric care. This practice is designed to provide outpatient services- evaluation, diagnosis, and treatment- for children, adolescents, and adults.

Appointments Initial evaluation/consultations, depending on complexity many require more than one session. Minors must be accompanied by an adult/guardian.

Please be sure to call 24 hours in advance to cancel or reschedule your appointment. You will be charged for the doctor/therapist full fee if you fail to do so. Appointment reminder calls are attempted as a courtesy for you, but it is your responsibility to keep track of appointment dates and times.

Fees and Insurances We participate in most insurance plans, including Medicare. Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage. 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).

Our billing staff is available to assist you with questions you may have about coverage conditions, they can be reached at 678-239-0156.

Proof of Insurance

All patients must complete our demographic form before seeing the doctor. We must obtain a copy of your driver's license and current valid insurance to provide proof of insurance.

If your insurance changes, please notify us when you check-in for your appointment to help you receive your maximum benefit. It is your responsibility to pay any deductible, co-pay, co-insurance or any portion of the charge as specified by your plan. This is your contract with your insurance company.

Non – Covered Services. Please be aware that some -and perhaps all – of the services you receive may be non-covered or not considered reasonable or necessary by Medicare or other insurers. You agree to pay any portion of the charges that is not covered by insurance.

We will file to both your Primary and Secondary insurance policy only. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Your insurance benefit is a contract between you and your insurance company; we are not party to that contract.

Prescription Refill Policy The patient/guardian is solely responsible for making sure that you do not run out of medication. It is also important that you take your medications according to the doctor's instructions.

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If you need a prescription called in, there is a fee. Please consider this fact when submitting your request prior to contacting the office. If you have not been seen in this practice within the past six months, it is our policy that you make an appointment to renew your medication.

Missed Appointments/No-Show Our policy is to charge for missed appointments. If you do not show up for an appointment, or do not cancel within 24 hours, there will be a missed appointment fee of \$50.00. These charges will be your responsibility and billed directly to you. Please help us serve you better by keeping your regularly scheduled appointment.

Emergencies In the event of an emergency (a situation which requires immediate attention to oneself or one's family as there is a concern about imminent danger) please call 911 or go immediately to the nearest emergency room. Hospital that provides emergency psychiatric assessment and recommendations: Peachford Hospital (770) 455-3200

Letters and Forms The minimum turnaround time for letters is one week, so please make sure you request letters 1-2 weeks in advance. Any medical information needs signature consent. There is a fee that is not covered by insurance.

Disability Claims

If you are requesting assistance in completion of a disability claim, please make note of the following:

- Comprehensive Psychiatric Care does not "give" disability. We can only report symptoms and response to treatment to the company that handles your disability insurance.
- If regularly scheduled appointments are not kept, we will notify your disability carrier.
- Disability paperwork requests can take up to 10 business days to complete.

Confidentiality The medical records of patients are confidential. Information contained in them will not be released to insurance companies, attorney, or others without written consent form by the patient and/or parents. When treating a child or adolescent, the psychiatrist keeps parents informed of the general progress of treatment. Personal information given to the psychiatrist by the patient is kept confidential. In case the psychiatrist/staff believe certain information must be shared with parents, the psychiatrist will discuss it first with the child or adolescent. There are exceptions to the general rule of confidentiality which would require that the mental health provider report his/her concern without the consent of the patient.

These occasions include, but are not limited to the following:

The belief that child abuse has or may occur.

Patient endangers him/her -self or others.