

Cedar Centre Office Policies

➤ Phone Calls

Please feel free to call at any time with any questions or concerns. Receptionists are available to take calls between 9:00am – 5:00pm, Monday – Friday. The Physicians will try to return calls between appointments or after their office hours. If calling with an emergency, the receptionist can contact your physician or the on-call physician immediately. After hours and on weekends, our answering service can page your physician or the on-call physician.

➤ Prescriptions

If you need a prescription before your next appointment, and you have already turned in your last paper prescription to the pharmacy, please request a refill through your pharmacy **AT LEAST TWO BUSINESS DAYS** in advance. Any stimulant medication (such as Adderall, Adzenys, Amphetamine Salts, Concerta, Cotempla, Daytrana, Dexedrine, Dexmethylphenidate, Dextroamphetamine, Dextrostat, Dyanavel, Focalin, Metadate, Methylin, Methylphenidate, Mydayis, Quillivant, Quillichew, Ritalin, Vyvance & Zenedi) you must have a paper prescription to turn into the pharmacy. These prescriptions will need to be picked up by you, or mailed to you. Please call the office and speak with the receptionist to request those refills. **In some cases you may incur a mail or call in fee of \$10 for the prescription.**

➤ Cancellations

Please call the office at least one to two business days in advance if you are unable to keep your appointment. **PRESCRIPTIONS CANNOT BE WRITTEN IF APPOINTMENTS ARE NOT KEPT.** Failure to give adequate notice is subject to a **NO-SHOW** or **LATE CANCEL FEE** at the **PROVIDERS' DISCRETION.**

➤ Forms and Paperwork (including FMLA forms or Attorney requests)

We charge for forms and paperwork/attorney work. Our primary business is to provide psychiatric care to our patients. Requests to complete forms and paperwork/legal matters take away from this responsibility. If the paperwork or forms are not available during your scheduled appointment there will be fees associated for this additional work. This includes, but is not limited to, attorney correspondence, interviews or depositions including all related office time, copies of records, subpoenas, FMLA paperwork, and insurance forms.

➤ Insurance Cards

Insurance cards must be presented at the time of service. A copy of your insurance card is necessary in processing your claims correctly. If you have insurance coverage and have not provided a copy of your insurance card to our office, you may be responsible for payment in full at time of service.

➤ Payments

Co-payments and co-insurance are a contractual agreement between you and your insurance carrier. All co-payments and co-insurance are due at time of service. Past due balances are required to be paid prior to your appointments unless payment arrangements have been made with the business office.

➤ Referrals/Authorizations

Cedar Centre requests that **ALL PATIENTS** contact their insurance company prior to, or the same day as, their first appointment. Some insurance companies will not make payment towards claims at the Cedar Centre until the patient contacts them directly. Referrals from a primary care physician do not guarantee authorization for Mental Health Services. If you do not obtain the referral/authorization, you may be responsible for payment of the entire balance of your visits.

➤ Termination

The professional relationship between you and your provider may be terminated due to, but not limited to; non-compliance in following up with recommended appointments, refusal to follow medical advice and treatment, and/or failure to take financial responsibility of your account. In this situation you would be given advanced written notice by mail and provided with a 30-day prescription of your medication and emergency care would only be provided. It would then be your responsibility to find a new provider.