



## **Professional Disclosure**

Welcome to Apogee Behavioral Medicine! We are humbled to support you on your journey towards better behavioral health. Our team of providers offers a range of services that include diagnostic assessment, medication management, interventional psychiatry (including TMS and Esketamine) and counseling. For your convenience, we offer in-person and telehealth visits.

### **Your Patient-Provider Partnership**

The relationship between you and your provider is a collaborative endeavor built on trust and mutual respect. Together, you play a vital role in creating a care plan unique to your needs.

We know discussing difficult experiences can be uncomfortable. Your provider is here to create a safe space to promote your recovery and wellness. Open and honest communication with each other is key to building a successful partnership.

Because of the professional nature of this relationship, providers are prohibited from socializing with their patients. This includes following each other on social media. Sexual intimacy between a provider and patient is never appropriate. To protect patients and staff, we will not tolerate any verbal or physical aggression or harassment.

### **Beginning Your Journey**

As a new member of the Apogee Behavioral Medicine family, you or your child may receive clinical services from a psychiatrist, nurse practitioner, physician assistant, psychologist, therapist, counselor and/or social worker.

Your journey begins with meeting with your provider and discussing your concerns. By listening, asking questions, and taking notes, your provider will conduct a comprehensive clinical interview to learn more about you and your optimal treatment plan.

This initial assessment may be conducted over one or two sessions lasting up to 60 minutes each. With written consent, your provider may also request information from other health providers or schools to fully understand your needs.



Once the assessment is complete, your provider will provide a diagnosis and make treatment recommendations. You may also be referred to other health care providers according to your needs. Together, you and your provider will thoroughly discuss all options before agreeing on the best course of action.

### **Child Patients**

We know parents and caregivers need to understand and be involved with their child's care. Just like adult patients, children and adolescents want to know they can trust their providers. Because of this, providers may keep their sessions confidential unless they feel your child or someone else is in danger. State-specific legislation may also apply and in the case of alternative custody arrangements you will need to provide appropriate guardianship paperwork before proceeding with treatment. We encourage you to discuss with your child's provider how confidential information will be shared.

### **Medications**

Our prescribing clinicians are committed to establishing collaborative, lasting relationships with their patients. The first visit with a prescribing clinician is an initial evaluation designed primarily for assessment and is not a guarantee of treatment or the prescription of medication.

Should you or your child consent to medication, your provider will monitor their effect during a series of follow-up sessions. During these sessions, your provider will work with you to gauge whether the medication is having its desired effect. At any time, you are encouraged to ask questions or raise concerns. Please note that some medications require blood work, EKG, or other tests to ensure they are safe for you to take.

Do not stop or change medication dosage without consulting your provider. Be sure to schedule regular appointments to ensure your medication can be refilled before you run out. Should you need a refill before your next appointment, please call your provider's office as soon as possible.



## How To Reach Us

Our patient portal is a convenient way to schedule and manage appointments, receive reminders, request medication refills, and send non-urgent messages to providers and staff. Alternatively, you can call your provider's office. Messages are returned within 72 hours, excluding weekends, holidays, or after business hours. Team members calling with appointment reminders will leave messages with the person responsible unless you request otherwise.

Should you have an urgent need after business hours, on weekends, or during holidays, please call your provider's office and follow the prompts. Your provider will make every effort to respond within 24 hours Monday through Friday, excluding holidays. In the event of an emergency, please call 911 or visit your nearest emergency room.

## Insurance

We accept many insurance plans and will submit in-network and out of network claims on your behalf. While we are here to assist with this process, ultimately it is your responsibility to determine whether your insurance coverage includes behavioral medicine services from Apogee Behavioral Medicine (which contracts with insurance companies under the name Behavioral Medicine Group NC).

Please note, many insurance companies will not cover two appointments on the same day (for example, with a psychiatrist and a therapist). Should this occur, you may be required to pay for one of these visits out-of-pocket. If you would like to self pay for your session, our office staff will provide a receipt for services rendered. You are responsible for all fees that are applied to deductibles or non-covered services. Listed below is our prompt-pay self-pay rates.

### **Psychiatry Fees (All ages)**

New patient evaluation: \$325-\$400

Follow-up visit: \$250-\$325

### **Therapy/Counseling Fees (All ages)**

New patient evaluation: \$250

Follow-up therapy visit: \$225

### **Forms And Disability Requests**

Please notify your provider at the beginning of your session if you have forms for them to complete. Paperwork needs are reviewed by the provider and completed at their discretion. This is based on a patient's needs, which are determined during the assessment. Providers may need several sessions to gather the information needed to accurately complete the request. Medical records or paperwork requests may be subject to additional fees and are dependent on state standards. Patients can obtain this information from the front office coordinator.

Patients seeking treatment for the sole purpose of obtaining disability or long-term disability benefits are not accepted. Providers may agree to complete short-term disability paperwork on your behalf, although they are not required. A separate appointment may be required to discuss your needs.

### **No-Show And Late Cancellation**

Appointments may be cancelled at least one full business day in advance without incurring a fee. Appointments cancelled less than one full business day in advance, or appointments that you do not arrive to, you may be charged a \$150 No-Show fee for new patients and a \$50 No-Show fee for established patients. Insurance will not reimburse you for missed appointments or late cancellations. No-Show fees will be charged before the close of business on the day of the missed session to the card on file. Communicated emergency exceptions will be honored and not incur a charge. After three late cancellations or no-shows your provider may terminate care. Late arrivals have an impact on your care, and should you arrive late for an appointment, your clinician may reschedule your appointment to ensure you have the time needed. Please discuss appointment policies with your provider. Pursuant to federal law, Medicaid-funded patients are not charged for late-cancellations or no-shows.