

**Western Psychological & Counseling Services, P.C.**  
**POLICY STATEMENT**  
**Medication Management Services Only**

**Please read the following important information and initial next to each item in the space provided**

**Eligibility for Service**

Mental health and chemical dependency services are not denied to any person on the basis of race, color, gender, sexual orientation, creed, handicap, national origin, duration of residence, or age.

**Appointments**

\_\_\_\_\_1. All services are provided by appointment. Following your initial interview, any additional appointments will normally be arranged and scheduled by front office personnel.

\_\_\_\_\_2. Clients are required to check in with the office personnel and make any payments upon arrival for the appointment. Clients will not be rescheduled for follow-up appointment if co-payment/deductible/no-show fees are not paid at time service is rendered. Clients must make payment arrangements before additional appointments will be scheduled.

\_\_\_\_\_3. A 48-hour advance notice **MUST** be given for cancelled appointments. If you do not show up for your appointment as scheduled or you cancel with less than a 48-hour notice, you will be charged based on length of scheduled appointment(**\$200.00/1 hour, \$120.00/half-hour, \$60.00/20 minutes**) time reserved for you. Insurance companies will not reimburse for sessions that you do not attend. Payment for the no-show fee will be expected at your next session.

\_\_\_\_\_4. To make, change, or cancel an appointment, please call the office where your appointment is scheduled. If a receptionist is not available, you may leave a message on the answering machine.

**Please do not call the answering service for appointments.**

\_\_\_\_\_5. Should the client not schedule an appointment for a period of 60 days and no arrangement was made in writing with the client's provider for said time, client will no longer be considered an active client of Western and therefore has terminated treatment.

**Medication Management Services**

\_\_\_\_\_1. Medication Management services to include psychiatric evaluations and medication management services are provided by psychiatrists (medical doctors) and PMHNP (Nurse Practitioners). Medication management providers will work with Western Psychological and Counseling services personnel and other health care providers in addressing your treatment needs.

**Medication Refill Policy**

\_\_\_\_\_1. Refills of medication can be written at the time of your scheduled appointment. If you need refills of your prescribed medications prior to your next scheduled appointment, notify your pharmacy to fax this WPCS office with your prescription information (Please do not call the office directly). WPCS personnel and/or your provider will be available to fill refills on weekdays during normal office hours only. Please notify your pharmacy at least 5-7 days before your medication runs out or WPCS may not be able to respond to your request. Medication management providers may decline refill requests if clients fail to keep scheduled appointments.

**Payment of Fees**

\_\_\_\_\_1. It is customary to pay for professional services when being rendered. Payment of fees should be made at the beginning of the scheduled appointment. **Clients will not be rescheduled for follow-up appointments until account is paid in full or a payment plan has been established with Westerns billing office.** Consistent payment must be made or services will be discontinued.

\_\_\_\_\_2. If services are covered by insurance, Western will bill your insurance company directly. It is the client's responsibility to inform Western about any changes to insurance coverage, eligibility or personal address change. Clients are responsible to pay at the time of service any amounts due in order to cover any deductible or co-payments that may be required by your insurance company.

\_\_\_\_\_3. **SECONDARY INSURANCE** - Western will **only** bill secondary insurance policies for the following insurance companies: Medicare, Medicaid, & Tricare/Triwest. The client is responsible for the secondary billing for all other insurance companies.

**NOTE** - You may obtain the necessary information for secondary billing from your primary insurance carrier.

\_\_\_\_\_4. If you have a balance on your account, you will receive a statement. All accounts are due and payable upon receipt of notification.

\_\_\_\_\_5. If you have questions regarding the payment of fees, please discuss this with office personnel or WPCS billing department.

\_\_\_\_\_6. If a client fails to be responsible for the account, and it is necessary to refer a delinquent account into the hands of a collection agency/attorney, the client agrees to pay all costs affixed by the court, collection agency, or attorney.

\_\_\_\_\_7. All checks are to be made out to WPCS or Western Psychological and Counseling Services.

\_\_\_\_\_8. There is a \$21.00 service charge for NSF/Returned checks.

### **Emergencies**

In case of any emergency there are several ways in which you can reach your provider. You may call the office at the location where you normally see your provider. The clinic also has a 24 hour answering service. You may call this number and ask to speak with your provider-Please inform the answering service that this is a medication management issue/concern. (24 hour answering service telephone number is (503) 727-3764). If your provider is not available, another WPCS provider will be contacted to assist you. **PLEASE USE THE ANSWERING SERVICE ONLY FOR EMERGENCIES.** If you are unable to make contact with your provider go to the nearest Emergency Room.

### **Grievance Procedure**

1. You may discuss your complaint with your clinician to resolve the problem/issue.
2. You may stop the grievance procedure at any point. If you need to continue the process, please follow the next step:
  - a. You may discuss your concerns with the Vice President or chosen designee of Western. Every effort will be made to resolve your concerns at this level. You may be asked to write out your concerns using the "complaint form" which will be made available to you.
  - b. If you are unsatisfied with the resolution, you may appeal the resolution in writing to the President of Western. A written response will be provided in thirty days.

**No Smoking Policy:** Beginning September 1, 2010 all campuses of Western Psychological & Counseling Services will be non-smoking. We care about your health, the health of others, and wish to promote healthy behaviors. All clients, staff, and providers are required to extinguish all smoking material prior to entering the grounds.

### **Client Endorsement**

By signing, you acknowledge that you have read the policy statement and understand all of its provisions. **You can request a signed copy for your records.**

I have read all pages of this policy statement and understand its provisions.

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_