



410 University Pkwy, Suite 2300 Aiken, SC 29801  
803-226-0745 (office) 803-335-1689 (fax)

## Office Policies

We would like to thank you for choosing Complete Care Counseling to provide you quality psychiatric services and counseling services. To better serve the needs of our patients we are implementing some new procedures. We strive to ensure you see the same provider at each appointment; however, there may be instances when another provider will be required to see you for your appointment.

### **Missed Appointments**

If you do not call 24 hours in advance to cancel your appointment there will be a \$100 no show fee for medical and a \$50 no show fee for counseling. This fee must be paid before your appointment is rescheduled or any additional medication is provided. All patients requiring medication are required to attend 1 counseling session per month at a minimum. Failure to keep counseling appointments and medical appointments will result in dismissal from the practice. **New patients can reschedule their initial appointment if they call 24 hours before the visit.** We may not reschedule new patients if they miss their first appointment. **Lastly, if you are more than 15 minutes late you will be asked to reschedule.** We understand unexpected events happen. The physicians are on a tight schedule and would like to give patients the best possible care.

### **Prior Authorizations for Medicine**

If you are required to obtain a prior authorization for your medicine you are welcome to call the insurance company and obtain this yourself. If you would like one of our staff to obtain the authorization there will be a fee of \$35. This fee is due before we initiate the prior authorization.

### **Needing Prescriptions**

All changes in medications will be completed during an office visit and not via telephone. Missing appointments can disrupt your care and possibly result in a relapse. You must be responsible for taking care of following-up with our office before any of your prescription run out. Controlled medications cannot be called into a pharmacy. The written and signed prescription is given to the patient. (example: **Adderall CANNOT be called in**, a physician must sign off on the medication.)

### **Disability or Family Medical Leave of Absence (FMLA) Paperwork**

If we are required to fill out paperwork for either service your insurance company does not reimburse our providers for this service. There will be a \$50 fee that must be paid in advance for these services.

### **Letters Written on your Behalf**

If you need a letter to any agency there will be a \$35 fee to produce the letter.

### **Patient Balances**

If you have a balance due to the agency this must be paid at your next visit. While we understand that many plans now have a large deductible, for our office to continue to provide services we must collect your balance at the time of the visit. If you would like



to set up a payment plan please inquire at the front desk. This will require a debit/credit card with a scheduled date to post these payments. If your payment is declined it is your responsibility to call the office and offer another form of payment. Failure to do so will result in the full balance being paid before your next visit.

**Reminders of Appointments**

You will receive a text message, 2 days prior to your appointment with a reminder. Please notify the front desk of any changes in your cell phone number and/or email address.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_