

**Prime Behavioral Health, LLC**  
647 Hill Rd. North, Unit B  
Pickerington, OH 43147  
614-833-6900

**(Client Copy)**  
711 North Columbus St., Ste. 100  
Lancaster, OH 43130  
740-653-6500

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## **OFFICE POLICIES**

### **FEES**

Fees are based on the type of service provided and length of time.

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| Initial Session                        | \$160 |
| Office visit ~60 min, Individual       | \$150 |
| Office visit ~45 min, Individual       | \$120 |
| Office visit ~30 min, Individual       | \$ 80 |
| Office visit ~45 min, Couple or family | \$130 |

### **PHONE CONSULTATIONS**

Telephone consultations lasting 10 minutes or longer will be billed in 15 minute intervals based on the per hour rate of the counselor charge. **As a rule, insurance will not cover this fee.**

### **PAYMENT FOR COURT TESTIMONY**

If the clinician is required to testify for any reason in court pertaining to treatment, you will be responsible for paying the fee for the amount of time spent in court, giving depositions, other court related business and travel time to and from the setting at the usual and customary rate of your counselor's time. **As a rule, insurance does not cover this expense.**

### **MEETINGS OUTSIDE THIS FACILITY**

Any meetings that are requested outside of Prime Behavioral Health, LLC, i.e. school, Job and Family Services, other therapist's offices and home visits will be charged the usual and customary rate. **Insurance does not cover this cost.**

### **CORRESPONDENCE FEES**

Correspondence to non-medical contacts and/or written reports which require considerable preparation that is not necessary for treatment (i.e. letters to attorneys, courts, parents, etc.) will be billed in 15 minute intervals based on the usual and customary rate. This will be your responsibility since insurance will not pay for this service.

## **CANCELLATIONS & MISSED APPOINTMENTS**

All appointment cancellations require a **24-hour notice**; or in the case of illness, a message prior to 8:00 am on the appointment day. Our voicemail is available 24 hours/day to take messages after hours or on the weekends if you need to cancel an appointment. Adequate notification respects the doctor/therapist's time as well as allows availability to others requesting services. Failure to not show at all or to give less than a 24-hour notice on cancellations will result in a \$35.00 charge which must be paid prior to scheduling another appointment. In addition, arriving late to appointments could also result in charges that would be equal to the time you kept your therapist waiting. **Insurance will not be billed for this.**

## **RETURNED CHECK FEE**

If the bank (for any reason) returns a check, you will be billed a processing fee of \$25.00 in addition to the amount owed. No checks will be accepted in our office thereafter. Credit/debit cards and Cash only will be accepted.

## **INSURANCE CLAIM PROCESSING**

The office will bill insurance and managed care companies for you on a routine basis. Co-pays are expected at each visit. For insurance plans, you are expected to pay the amount applicable to your deductible (if not met) and/or any portion of the fee, which will not be paid by insurance. Please make a full or partial payment at each session for co-insurance or deductible while the insurance company processes your claims. Any outstanding balance will be billed to you once we have received the claim determination. You will be responsible for contacting your insurance plan prior to starting services to learn whether you have mental health coverage, limits, deductibles, and to obtain necessary authorizations.

## **OVERDUE ACCOUNTS**

**If more than ninety (90) days have lapsed since a charge has been incurred and no payment has been received on the account within the last 30 days, we reserve the right to turn the account over to a collection agency. You are responsible to pay any and all fees charged by the collections agency in addition to the full balance owed to Prime Behavioral Health, LLC. If this happens, neither you, nor anyone in your immediate family, will be able to schedule appointments here until the account is paid in full. If you are having financial difficulties, please contact the billing office to make arrangements. We will be glad to work with you. Continued non-compliance in keeping your account current can result in dismissal from the practice.**

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