



OFFICE POLICIES

OFFICE HOURS AND EMERGENCY INFORMATION

Office hours are Monday through Friday, 10AM-6PM. If you have a medical emergency, please call 911 or go to your local emergency room. If you have an urgent question after normal business hours, please call Dr. Beck at 404-395-5025 and leave a message. Otherwise, all routine calls will be answered by the following business day.

PAYMENT POLICY

All patients are required to pay the session fee in full at the time services are rendered. We accept checks, cash and credit cards. We kindly request that you provide your credit card at each visit. We will file claims with insurance companies that we accept, and if insurance does not pay for services rendered within 60 days, you will be responsible for the balance.

APPOINTMENT CHANGES/CANCELLATIONS

Your appointment times are reserved and if you cancel an appointment with less than 24 hours' notice, you will be charged \$100. After hours, you may leave notice of cancellation on our voicemail. If for any reason the doctor must cancel an appointment with you, all efforts will be made to notify you as soon as possible. Dr. Beck does not double book patients, your appointment time is reserved just for you. Please allow plenty of time for traffic and parking. If you are more than 10 minutes late, you will likely need to reschedule.

OFFICE PHONE POLICY

Please be aware that our doctors are meeting with patients throughout the day and may not be able to return your phone call until a later time. When leaving a message for your doctor, please leave both daytime and evening telephone numbers. Please note that this is for brief phone calls only and you must schedule a phone appointment for extensive calls.

EXTENSIVE PHONE CALL POLICY

For longer phone calls, you may call the office and schedule a phone appointment with your doctor. There will be a routine charge for phone appointments based on the length of call. Please note that there may be an additional charge for after hour calls, except for life threatening emergencies.

MEDICATION REFILL POLICY

We make every effort during your appointment to provide enough medication to reach your next appointment. However, we are aware that emergencies may arise and appointments may have to be rescheduled for a later date. Medications refills may be requested during regular office hours by calling the office. We will complete medication requests within 24-48 hours from the time of the request. If requesting a stimulant (controlled medication), please call the office for more information. Stimulant medications require a prescription in hand which may be picked up at the office or mailed to your address. There may be a charge of \$10- \$25 for all refill request when patients are due for an appointment. Prescriptions may only be called in for current patients who maintain their regularly



scheduled appointments. We encourage patients to pay close attention to your medication supply to ensure that we have enough time to complete each medication request.

REQUEST FOR FORMS OR LETTERS POLICY

We will attempt to complete forms and letters during your office visit. Forms and letters requiring additional time are subject to a \$50 preparation fee.

TERMINATION OF TREATMENT

You are under no obligation to continue services and may opt to terminate treatment. Should you decide to discontinue treatment, we strongly urge you to notify the doctor of your decision so that it may be discussed openly. Biologic Behavioral LLC/ Dr. Beck reserves the right to terminate the doctor/patient relationship for reasons including treatment noncompliance, financial delinquency, and abusive behavior.

FINANCIAL GUARANTOR AGREEMENT his agreement will remain in effect until written notice of alternate payment arrangements are provided to Biologic Behavioral, LLC. The current Guarantor is responsible for any and all charges incurred prior to receipt of notification of other arrangements. If you wish to change Guarantors, please have the newly appointed Guarantor complete a separate Guarantor Agreement with Biologic Behavioral LLC.

Please note we are not in network with any insurance policies purchased on the exchange. We do everything possible to verify that you have in-network benefits, but in the event your insurance rejects or denies claim/s, you are financially responsible.

PLEASE RETAIN THIS PAGE FOR YOUR RECORDS AND RETURN THE SIGNATURE PAGE TO THE OFFICE.

Signature

Date