Office Policies

Office Hours:
*Monday to Thursday 8:30am to 5:00pm. Closed for lunch 12:00-1:00pm.

Appointments and Cancellation Policy:
* Appointments are made by calling during regular office hours and cancellations require 24-hour notice or there will be a charge of $50.00.
* As a courtesy to our patients, we try to provide appointment reminder phone calls when possible but cannot guarantee this service. Thus, patients are responsible for scheduled appointments.
* Please notify us if you desire e-mail or text reminders.
* Phone appointments must be set up in advance of appointment time and approved by Dr. Stephens.

New Patient Appointments:
There will be a $50 new patient confirmation fee when appointment is made. This fee will be applied to your first visit.

Financial Policy and Insurance:
* Stephens Psychiatry is not affiliated with any insurance provider or Medicare/Medicaid and does not submit claims to insurance providers. We will provide you with documentation in order to seek reimbursements from your provider if you have “out of network” mental health benefits.
* Payment is required at time of service by cash, check, or credit card.
* Returned checks are subject to $30.00 service fee.

Medicare:
* If you are eligible for Medicare or are presently receiving Medicare medical benefits, please be aware that we have opted out of billing Medicare. This means that you will not be able to send our “superbill” to Medicare for reimbursement.

Change of Information:
*Please notify us of any changes of address or phone number.

Prescription Policy and Fees:
* Prescriptions require 24-hour notice
* $15.00 for Pick Ups/Mail (unless Dr. Stephens specifies otherwise)
* $15.00 for Call-In during business hours
* $25.00 for Call-In after hours/weekends
* $15.00 for Prior Authorizations of prescription

**Disability Forms:**
* This office does not fill out Permanent Disability Forms.
* Short Term Disability Forms can be completed ONLY if this office has taken you out of work. The fee is $25.00 for 1st page and $10.00 for each additional page and must be paid prior to forms completion.

**Letters and Report Preparation Fees:**
* A minimum letter fee of $25.00 will be charged for all letters and require 48 hour notice. Other preparation fees will be billed in accordance with our normal hourly rates.

**Phone Calls:**
* We will try and return phone calls on the same day they are received. In the event that you call our office and the physician is out, your call will be returned the next business day.
* Calls made after 4pm will be returned the next business day.
* Non-emergent after hour calls is subject to our normal office rates. This includes cancelling your appointment without 24 hour notice and then requesting the physician call you back.
* For urgent matters after 5pm, please leave message with answering service and they will notify Dr. Stephens directly.
* For emergencies, call 911 or go directly to the nearest emergency room.

**Controlled Substance Policy:**
* Controlled substances (benzodiazepines and stimulants) are helpful but have potential for misuse. Therefore, they are controlled by local, state, and federal government, and require policies that our patients must agree before being prescribed these medications.
* Patients who are prescribed controlled substances through Stephens Psychiatry must follow these policies before prescriptions are written:
  * You are responsible for your controlled substances.
  * You agree to a urine drug screen when recommended by physician.
  * You will not receive same prescription from another physician.
  * Refills will not given early or after hours.
  * Violation of these policies will result in termination of prescription and possibly transfer of care out of our practice.
* Patient understands and agrees to these policies.