

Coastal Behavioral Healthcare, Inc.
Outpatient Office Procedures

Insurance:

- It is your responsibility to know your insurance coverage, requirements and restrictions.
- If your insurance has changed and you do NOT notify us promptly, you will be responsible to pay for any services that Coastal has rendered to you, but has not received reimbursement.

Billing:

- Co-pays or private payments **are due at check-in on the date of your appointment.**

All Outpatient Appointments:

- Coastal requires 24 hour advanced cancellation notice for all scheduled appointments. An appointment canceled without the required notice will be considered a “No Show”.
- You must arrive 20 minutes **before** your scheduled appointment, to allow time for check in, fee payment, and update your insurance, address, and phone information.
- New patients who miss their first appointment will NOT be rescheduled.
- Established patients who miss 2 appointments without notice (“no show”) and/or frequently cancel will be discharged from services.

Psychiatric/Medication Management Appointments:

- You must complete vital signs and treatment plan updates **before** you see the Provider.
- If you are late, you may have to wait longer and there is no guarantee that there will be time to fit you in. This includes late arrivals due to bad weather, traffic accidents, and delays.

Prescriptions:

- Medication refills will only be given at face-to-face doctor appointments.
- Coastal does not routinely prescribe controlled substances.

Client Name (Print)

Client ID #

Date

Client / Parent / Guardian Signature

Date

Witness

Date

PLEASE KEEP A COPY OF THIS DOCUMENT FOR YOUR RECORDS.