

MEDICATION REFILLS

Medication refills are given during your scheduled visits so your provider can see how your medication is working for you and make needed changes. You will need to schedule an appointment with your provider. If your provider does not have an open appointment, you will be scheduled for the first available provider with an open appointment. If you have missed your appointment and need to reschedule or have your medications refilled, you should contact your nurse.

Your nurse will take the following steps to assist you:

- Attempt to reschedule you with your provider
- Attempt to schedule you with another provider if your provider is unavailable before your prescriptions run out.
- Provide a bridge prescription refill, if we cannot arrange an appointment before your prescriptions run out, so you will have medications until you can be rescheduled.

Do not expect to get a full prescription without seeing the provider. It is very important that you keep your appointments and be responsible for your care or that of your minor child.

We encourage you to use our Compass Health Pharmacy to fill your medications. This simplifies refill requests.



Compass Health Network offers a 24 hours a day/7 days a week crisis hotline serving those experiencing a mental health and/or substance abuse crisis.

Call, text or chat:

988



844.853.8937
compasshealthnetwork.org



PSYCHIATRY
SERVICES



WHAT TO EXPECT

We provide much of our psychiatry services via telehealth. This means the provider is located in a different clinic (than you*) and will use a real time video/audio connection over a secure network to provide psychiatry services. Both you and your provider will sit in front of a large monitor with a camera attached so that you can see and hear each other as if you were sitting in a room together. Over the past five years, we have provided over 100,000 patient encounters via telehealth. *You will be at a clinic for the telehealth session, and not at home.



Your first appointment with the provider will likely take 45-60 minutes. During this initial evaluation period, the provider will ask you many questions so he/she can better understand your concern and work with you to formulate an effective treatment plan that might include medications and other treatments, such as psychotherapy if you are not already engaged in other services with Compass Health. At the end of your first session, the provider will discuss those things with you and provide an initial plan of care. In most cases, you will likely see the provider again for follow-up visits until you both agree that your condition has stabilized. If you have been prescribed medications, your provider will discuss the eventual transition of your care to your primary care physician. Although each case will vary based on individual need, an average plan of care would include the initial evaluation and four to six subsequent follow-up visits that take 15-20 minutes.

CANCELLATIONS OR MISSED APPOINTMENTS

Keeping your appointment with the provider is important. We realize that on occasion, it is necessary to cancel. In the case of a cancellation, we require at least 24 hours advance notice. If you miss an appointment or fail to provide appropriate notice more than twice in a twelve-month period, scheduling privileges may be suspended, and you will need to come to the clinic and wait to be worked into the schedule.

PAYMENT FOR SERVICES

Compass Health Network is an approved provider for many health plans, including Medicaid, Medicare and TriCare. With your consent, we will bill your insurance company. During your visits, you will be:

- Expected to pay your insurance co-pay before the service is provided.
- Provide us with all necessary information to bill your insurance. PLEASE BE SURE TO HAVE YOUR INSURANCE ID CARD WITH YOU.
- Inform us of any changes that occur with your insurance or status with Medicaid or Medicare.

Financial assistance is available for individuals unable to pay for services and is based on specific financial qualifications. If you need assistance, please let our Customer Service staff know and they will assist with that process. Future services may be denied for lack of payment or delinquent balances so it is important to keep your account current.