



3120 Memorial Drive Two Rivers, WI 54241

Phone (920) 657-1780 Fax (920) 657-1784 www.phoenixbhc.com

Welcome, please carefully read the following policies so you will feel fully informed about how our clinic staff can best serve your needs during your time with us. Included is the paperwork that needs to be completed and brought to your first appointment. **Please bring this paperwork, your insurance card and a photo ID to your appointment.** If you have any questions, please feel free to call or we can discuss any questions during your appointment.

Clinic Policies

Cancellations

We ask you to notify our office 24 hours in advance for any cancellation. **Failure to call may result in cancellation of future appointments and placed on same day scheduling, or a charge of \$65.00 for the missed session.** Please cancel if you are ill, for your safety and the safety of others in the clinic. In an emergency situation, the therapist may suspend this fee. If you are late for an appointment, the time missed will be part of your therapy time. If the therapist is late, he/she will only charge for the time actually spent with you.

Office Hours

The business office is open from 9:00 am to 5:00 pm, Monday through Thursday and 9am to 4pm on Friday to receive calls and schedule appointments. Appointments outside these hours may be available upon request.

Telephone Calls / Emergencies

Our Intake Specialist answers our telephone during regular business hours. After hours, our crisis line number is 920-629-0956. If you need to talk to an on-call therapist, he/she will return your call as soon as possible.

Grievance Resolution Process

A copy of our program's Grievance Procedure is available upon request. If you feel your rights have been violated, you may file a grievance. You cannot be threatened or penalized in any way for presenting your concerns. Instead of filing a grievance, at the end of the grievance process, or at any time during the process, you may choose to pursue legal channels. Contact Laura Townsend, the Client Rights Specialist at Phoenix Behavioral Health Services, LLC, to file a grievance or to learn more about the specific grievance process.

Payment Policy

Responsibility for the payment of all professional charges remains with the patient or responsible party regardless of insurance coverage. If you have insurance, we ask you to make your co-payment at each visit. If you do not have insurance, the entire amount must be paid at the time of service unless prior payment arrangements have been made. Returned checks will receive a \$35.00 charge.

Insurance Coverage

Phoenix Behavioral Health Services, LLC is a certified outpatient mental health facility in the State of Wisconsin. We are authorized to receive mandated benefits under Wisconsin State Statute 632.89. When you schedule your appointment with us, we will contact your insurance company to verify eligibility and coverage. It is your responsibility to call your insurance to verify that Phoenix, as well as your therapist, are in-network providers, and that therapy and psychological testing are covered under your insurance plan.

Bill of Client's Rights

You have the right to:

- Be informed, both verbally and in writing of your rights prior to entering treatment.
- Expect an explanation of your treatment plan or any procedure, test, or treatment technique in a manner in which you can understand.
- Be informed of the side effects or risks of side effects (if any) from treatment/medications.
- Refuse treatment to the extent permitted by law and to be informed of any consequences of refusal.
- Every consideration of privacy and confidentiality concerning your care and records. You further have the right to examine, challenge such records, and request a copy of all treatment records upon discharge. You may be charged a reasonable fee for reproduction.
- Expect prompt and adequate treatment in a safe and therapeutic manner. You further have the right to have your physical, emotional, social, and spiritual needs respected.
- Obtain information concerning any relations of this agency to other health services insofar as your care is concerned and to the existence of any professional relationships among individuals who are treating you.
- Reasonable continuity of care including discharge planning.
- Examine and receive an explanation of any charges of fees for services.
- Refuse to be filmed or taped.
- Have a grievance procedure available to you and to have an advocate represent you during the grievance process.
- Bring court action for damages against persons violating your rights.

Locations:

Two Rivers – 3120 Memorial Drive Two Rivers, WI 54241

Green Bay – 1600 Shawano Ave Suite 100 Green Bay, WI 54303

Stevens Point – 2607 Post Rd Stevens Point, WI 54881

Thank you for choosing Phoenix Behavioral Health Services, LLC.