

Practice Policies

Hayne D. McMeekin, MD,
Piedmont Psychiatric Associates of York County, PA

Magnolia Building
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PHONE: 803.548.4669

FAX: 803.547.6555

After Hours: 803-366-0071 (This number is for urgent and emergency matters only and does not apply to routine appointments or routine medication refills)

Office Hours are by Appointment: Wednesday, Thursday & Friday

Office Visits:

- **Scheduling – You must have a scheduled appointment to be seen.** You may schedule appointments by phone Monday –Friday, 9:00 am-4:00 pm.
- You are responsible for your bill.
- We do participate with most health insurance providers. However, we do not participate with Medicare or Medicaid. If you have Medicare and wish to schedule an appointment as a self pay patient you must sign a private contract with our office (required by Medicare) at the time of your visit. The contract states that we cannot file for payment and that you cannot seek reimbursement from Medicare for the service provided.

INSURANCE PATIENTS:

You are responsible for your bill. Understand your benefits. You must know the status of your insurance regarding mental health benefits. You may call the customer service number listed on the back of your insurance card to obtain benefit information. The mental health coverage provider may be different from your primary provider.

We will file your medical claim based on the information you provide to us. It is your responsibility to provide our office with correct information regarding your mental health insurance that may affect your coverage.

New Patients:

- Secure an authorization number from your insurance provider, if required.
 - Know the status of your deductible, if applicable. (If unknown you will need to pay the office visit in full.)
 - Obtain your correct co-pay amount from your insurance provider, psychiatric co-pay is often different from your regular medical co-pay.
 - Provide a copy of your insurance card at the time of your visit.
 - Provide a copy of your insurance provider's medication formulary. (It is available on the insurance website)
- Failure to provide this information will require full payment at the time of your visit**

All Patients:

- Co-pay or co-insurance is due when services are rendered. You must know if your deductible is met or you will be charged the entire amount due for the visit.
- You are responsible for up-dating our office of any changes with your mental health insurance provider that may affect your coverage. Failure to do so will require patient payment of the bill

Self Pay:

- If you are a self pay patient, full payment is expected at the time of your visit unless prior arrangements are made.

Missed or late cancelled appointments:

- **Notify the office at least 48 hours prior to your appointment to cancel or reschedule your appointment to avoid being charged a \$50 fee. The fee must be paid before rescheduling or receiving additional medications. All “NO Shows” will be subject to If you miss your appointment (No Show), or cancel your initial appointment less than 48 hours prior to the appointment you may not be rescheduled.**

Prescription refills

- If you are prescribed medication, you will be provided with an initial prescription and refills to last until the suggested follow-up visit. **It is your responsibility** to schedule your follow-up appointment before the prescription runs out to ensure a continued supply of medication. To provide you with good clinical care, patients must be seen on a regular basis as determined by Dr. McMeekin. Medication refills will not be issued if you fail to keep follow-up visits.
- Only minor changes in your medication regimen can be made between appointments. If a major change in your medication regimen is needed you will be asked to schedule an appointment.
- Refill requests require a minimum of 48 hours to review your history and determine that a refill is appropriate.
- Routine prescription refills are not provided after hours, on weekends or holidays. If a situation arises that requires a refill on one of these occasions a charge of \$35 will be applied, unless the situation arises due to an oversight by our office or a reaction to medication previously prescribed.

If you are on a controlled medication that requires a written prescription and must be picked up, please remember that you must arrange a pick-up time during office hours. Please request your refill far enough in advance to allow for this accommodation. There are absolutely no refills of controlled substances after hours, on weekends or holidays.

Services Subject to Charges:

- Telephone consultation- \$65
- Requests for records- \$50
- Completion of all forms, letters and or reports- \$25 (minimum per form, report or letter)
- Prescription refills, missed appointments and late cancellations- As described above
- There is no charge for a simple work or school excuse form.

Emergency/After Hours

- Should you experience a life threatening medical emergency please call 911 immediately or go to the nearest hospital emergency department.
- If you have an urgent situation after hours or on the weekend. Please call the answering service at (803) 366-0071.

It is extremely important that you read these policies completely and understand them before signing the attached statement. We suggest that you keep a copy for reference. Please inquire if you have any questions.