

Cary Psychiatry

2023 Annual Updates & Holiday Information



2023

Holiday Hours

Our office will be closed:
November 23, 24, 25
December 22, 23, 26, 27, 31

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Thank you for again for choosing our providers and staff to be a part of your healthcare team.

We understand how challenging these times have been, and greatly appreciate the opportunity to serve you.

We look forward to the upcoming year, and to continue working with you to meet and exceed your healthcare goals.

PLEASE READ THE BELOW INFORMATION.

UPDATES ARE EFFECTIVE IMMEDIATELY AND APPLY TO ALL PATIENTS.

ALL PATIENTS MUST COMPLETE THE 2023 PATIENT UPDATE FORM AND RETURN IT TO OUR OFFICE PRIOR TO THEIR FIRST APPOINTMENT OF 2023.

UPDATES

APPOINTMENTS

Insurance changes (United Healthcare and Cigna)

ADHD Testing

Telehealth Appointments

PRESCRIPTIONS

Prescription Refill Procedure, Controlled Medication Mandates

FINANCIAL POLICY

Updated Forms, Credit Card on File requirements, Insurance filing procedures, Missed Appointment policy

Important Updates

ALERT United Health & Cigna Patients

Beginning January 1, 2023, Cary Psychiatry will no longer file insurance with products of United Healthcare or Cigna/Evernorth.

Patients with these plans will be responsible for the self-pay rate for appointments of \$200, which is due prior to the appointment time on the appointment day. We encourage patients to file for reimbursement with their insurance plan and will provide receipts and/or codes to facilitate where we are able.

ADHD Testing Available with QB Tech

We now have ADHD testing available in our office!

Please reach out to office staff regarding testing information and availability. ADHD testing is provided with QB Tech, the only ADHD testing system that is FDA approved. ADHD testing is scheduled for 30 minutes and is at the self-pay rate of \$200. Insurance is not filed for ADHD testing.

Missed Appointments

Patients who miss appointments are provided a single-time courtesy waive from the NCNS fee (annual). A second missed appointment incurs a \$125 fee. A third NCNS within the same year will merit a \$250 charge and possible dismissal.

Telehealth Phone and Virtual Appointments

To maintain safety for staff and patients, Cary Psychiatry will continue to perform appointments via telehealth (virtual video or phone call) until further notice. We update patients promptly with any anticipated changes.

Doxy Appointment Links

If you have a video doxy appointment scheduled, you will find your provider's name and appointment link below. This link will take you to a secured chat. You may use a phone, computer, or tablet – you must allow video and microphone access.

Please click on the link for your provider below at least 5 minutes prior to your appointment time.

Dr. Allison Mikel

<https://doxy.me/drmikel>

Maggie Evers, PA-C

<https://doxy.me/maggiievers>

Katherine Myers, PA-C

<https://doxy.me/kmyers>

Prescription Updates & Policy Changes

Medication Changes cannot be made without an appointment with your provider.

Medication refill requests require a minimum of 24 business hours to process. We advise that patients submit refill requests at least 4 business days prior to their medication due date through their pharmacy. If you have a controlled medication, please check with your pharmacy to verify if there isn't already a new prescription on file with a fill date listed.

Controlled Medications. Patients who are prescribed any controlled medications must have an appointment with their provider within 90 calendar days from their last appointment. Bridges are NOT provided.

Non-Controlled Medications. Patients who are prescribed only maintenance medications (non-controlled medications) must have an appointment with their provider within 6 months from their last appointment date. Bridges may be provided for up to 14 days if it has been longer than 6 months and an appointment is not immediately available.

Pharmacy Changes. Patients are encouraged to check with their pharmacy prior to their appointment for stock status of their medication. Delays can occur due to the shortage of certain controlled medications.

Patients must be seen every 90 days for controlled medication refills, and every 6 months for non-controlled medication refills.

Financial Updates & Insurance

Please view the below changes to our financial policy.

This policy applies to all patients.

Patients are required to provide a credit card to keep on file. If the patient is a minor, their responsible parent/guardian must have one designated credit card on file prior to the appointment date/time. Credit Card on file is used the morning of the appointment date to pay for the estimated cost of services for that day.

Insurance must be current/active. Filing insurance is a courtesy provided by our office. If insurance cannot be verified prior to the appointment or has not been provided to our office prior to the appointment day, patients are responsible for the self-pay rate.

Self-Pay Rates for 2023. Self-Pay rates for 2023 are as follows:

\$200 for follow-up visits | \$375 for new patient consults.

All financial responsibility must be met the morning of the appointment.

Forms and Letter Fees

If extensive forms are requested, an appointment may be required and/or a forms charge of \$50 may be applied.

Refunds Policy & Financial Policy Update

In the event of overpayment, patient refunds are issued on the first day of the following month. If a patient has an upcoming appointment or outstanding insurance claim(s), the refund will be held until insurance has processed.

We are not in-network with community plans such as Blue Hom/Blue Value, UNC Health Alliance, Duke Select, or Medicare/Medicaid.

It is the responsibility of the patient to confirm their insurance benefits. Any remaining balance after insurance processing must be met by the patient prior to their next scheduled appointment. If our office cannot verify active insurance, or collect patient responsibility prior to the appointment, your appointment may be rescheduled.

Contact

To reach our office with any questions or concerns, please contact us via email at admin@carypsychiatrycenter.com or by phone at 919-378-9761.

In the event of an emergency, please call 9-1-1, proceed to the nearest emergency room, or call the mental health hotline at 988. Our office does not provide crisis or after-hours emergency care.

Attached below is a list of additional resources provided for mental health crisis, as our office does not provide emergency assistance.

If you believe you may be experiencing a mental health crisis or feel as though you are in a situation that may develop into a mental health crisis without urgent treatment, please utilize the following resources.

Do you need:

Professional, Urgent help in-person without EMS/9-1-1? Dial 9-8-8 for the mental health hotline. Other resources:

1-877-626-1772

Call the Mobile Crisis Team operated by Therapeutic Alternatives. Substance abuse, mental health crisis, and developmental disability issues. Open 24/7. <https://www.mytahome.com/mobile-crisis>

...In-Facility or Intensive Outpatient Care?

984-974-4800

WakeBrook handles mental health, substance abuse disorders and behavioral health emergencies in Wake County. Open 24/7.

Located at: 107 Sunnybrook Road, Raleigh, NC 27610

919-367-1835 Triangle Springs Facilities provide mental health services and addiction treatment in the Raleigh, NC area. 24/7.

Multiple Locations.

...To talk to someone about spiraling or negative thoughts?

1-800-273-8255 Suicide Prevention Hotline, or 9-8-8

...Is a life in danger?

9-1-1 In the event of a life-threatening emergency or an emergency where you aren't certain the severity, call emergency services immediately. For mental health, substance abuse, or special needs emergencies you can request first responders that have gone through Crisis Intervention Training (CIT). CIT trained first responders understand the unique needs and sensitivities of a behavioral health emergency. CIT training helps keep the responding personnel and the person experiencing an emergency safe and make sure the correct level of care is provided as quickly as possible.