



Your first visit with Highland Rivers

Highland Rivers Health provides treatment, support and recovery services to adults, children and adolescents, families and veterans affected by mental health challenges, substance use disorders, and intellectual and developmental disabilities. **To begin services, call our scheduling department at (800) 729-7500.**

When you call Highland Rivers the first time, a member of our team will take your information (name, birthdate, symptoms you are experiencing, etc.) and determine the Highland Rivers clinic location most convenient for you.

Your first visit will be during open access hours. This means you will not have a set appointment time, but will be seen based on your time of arrival and priority. There is often a wait during your first visit, but our staff will let you know how long your wait may be. (Once you begin services, we will work with you to schedule appointments at specific times and dates that fit your schedule, and you will not need to go through open access again.)

At your first appointment, you will:

- Meet with a professional clinician for a behavioral health assessment
- Be scheduled to see a doctor or nurse practitioner for a diagnostic assessment
- Receive a financial assessment to discuss co-pays, sliding fee scales, insurance, financial assistance, etc.

What you should bring to your first visit

The information in these boxes is important for adults, parents and families in order to prepare for their first visit to a Highland Rivers Health clinic. Please read the information carefully and feel free to call the Highland Rivers appointment line at **(800) 729-5700** if you have questions.

Youth (under age 18)

- Parent or legal guardian must be present and provide photo identification (Proof of Georgia residency is required if no valid Georgia photo ID)
- Birth certificate or documentation of legal guardianship
- If child does not have insurance, parent or guardian must provide Peachcare approval or denial letter
- If denied PeachCare, family must provide proof of income (Note: family has 60 days from first appointment to provide these documents)
- If child has insurance, parent or guardian must provide insurance card or proof of insurance. Highland Rivers accepts the following types of insurance for children under age 18:
 - Aetna
 - Blue Cross Blue Shield of Georgia (Anthem)
 - Cigna
 - Humana
 - United Behavioral Health/United Healthcare
 - Peachcare (Medicaid)
 - Caresource
 - Wellcare
 - Amerigroup
 - Cenpatico

Adults (age 18 and over)

- Valid Georgia photo identification (Proof of Georgia residency is required if no valid Georgia photo ID)
- If individual does not have insurance, must provide proof of income (Note: individual will have 60 days from first appointment to provide these documents)
- If individual has insurance, must provide insurance card or proof of insurance. Highland Rivers accepts the following types of insurance for adults age 18 and over:
 - Medicare
 - Medicaid
 - Medicaid CMOs including:
 - Caresource
 - Wellcare
 - Amerigroup
 - Cenpatico

Proof of residency – any of the following:

- Valid Georgia photo ID (not expired)
- Utility bill mailed to person's address with his or her name
- Letter from a shelter on shelter letterhead that states individual is a resident there

Proof of income – any of the following:

- Wage and Earning Statement from Department of Labor
- Bank statement
- Last year's tax return
- Last month of paycheck stubs
- Letter from DFCS showing amount in food stamps received every month