



We value the trust you have placed in us to provide you and/or your family with quality care. You need to be aware of these policies, and hope that they will be to your benefit as well as ours.

Billing Policies

- You are asked to check in at the front desk for your appointment. If you enter the building on the lower level, you must come upstairs to the front desk on the upper level to check in.
- You will be asked to present your health insurance card at each visit, including Medicaid & Medicare.
- All clients are expected to pay their “established fee” at the time of check in. If you have private insurance, please present your card and pay your co-pay when you check in for each appointment.
- Your therapist may schedule a return appointment for you, but you should come to the front desk if you need an appointment with the Doctor or with anyone other than your regular therapist.
- If you have had three appointments in a row without making a payment, your therapist will be notified and no more appointments will be scheduled until payment has been made. Payment must be equal to one “established payment” unless you make other arrangements with the front desk.

These policies have been set up to benefit both you and Comprehend. You will be protected from building up a large amount you owe that would be difficult to pay, and Comprehend can continue to offer services at a reasonable cost to you and others.

Prescription Call-In Policy

Please note that beginning May 1, 2011 prescription refills will no longer be called in. Please be aware that if you do not keep your follow up appointment or cancel on short notice, it may be difficult to reschedule with your prescriber in time to avoid running out of medication.

Remember, you must keep your appointment with your doctor to get your medication refilled.

Your cooperation with this policy will be greatly appreciated.