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*Crossroads Psychological Associates is a group of independent contractors comprised of well-trained professionals dedicated to bring you the highest quality treatment, in a warm caring environment.*

This information sheet contains answers to the most frequently asked questions. However, if you have any other questions or concerns, please feel free to ask any staff member.

## APPOINTMENTS

All patients are seen on an appointment basis. Each therapist will schedule your appointment time. We try to see all patients on time and request that you extend the same courtesy to us. **Please check in with the Receptionist when you come for an appointment.**

If you are unable to keep an appointment, please give your therapist 24 hours notice, so that this time may be offered to another patient. You will be charged a fee for any appointment you missed that you did not cancel within this time frame.

We do not follow the Howard County Schools closing schedule. If weather conditions are bad, please check with your therapist regarding your appointment.

# **MEDICATION REFILLS**

Prescriptions are written during your session with Dr. Renbaum, Dr. Band and unless discussed, you will have enough medication to last until your next appointment. Please schedule appointments accordingly. If you need an emergency refill please note:  **It may take up to 5 days for the provider to get back to you or your pharmacy.**

**PAYMENTS/INSURANCE**

Every effort is made to keep down the cost of counseling. Payment is due at the time of service. Any other balance is due and payable upon receipt of monthly statement, and a finance charge of 1.5% will be added monthly as necessary to the unpaid balance until debt is paid out. We do not accept assignment of Insurance benefits as payment unless you have prior arrangements with your therapist. If you have insurance coverage, we will be glad to file for you as a courtesy. The assignment of any benefits your policy allows will be made to the insured. It is your responsibility to follow up with insurance if necessary. Insurance does not always cover all of treatment. You are responsible for providing the business office with your insurance information and updating us with changes which may occur during your treatment. Many plans require pre-authorization and or treatment plans for mental health services, please check with your insurance carrier.

**SMOKING** is prohibited inside the office

**TELEPHONE CALLS**

Therapy sessions are not interrupted except in the case of extreme emergency. Please leave your message with the office personnel or on voice mail and the therapist will return your call at the earliest opportunity. If you have an emergency before or after business office hours, please call our answering service: ***1/866-962-9211****.*

Providers reserve the right to bill for telephone calls that exceed the normal message limits.