

FREQUENTLY ASKED QUESTIONS

1. Fees & Insurance

If you choose to not utilize insurance or want to pay out-of-pocket, it is \$337.50 for an initial psychiatric evaluation and \$225 for a medication management appointment.

We accept these insurance providers:

- Blue Cross Blue Shield – North Dakota
- Blue Cross Blue Shield – Minnesota
- Sanford Health plan (*we are unable to accept Sanford employer plan or Sanford true plan*)
- Tricare (non-participating)
- Preferred One/Aetna
- Health Partners/Cigna
- Humana
- Optum
- UHC/UMR
- Medicare
- North Dakota Medicaid
- Minnesota Medicaid

2. Do you prescribe medications?

Yes, we are board-certified psychiatric mental health nurse practitioners that can prescribe medications for various psychiatric conditions.

3. Do you provide therapy in weekly 30-60 minute sessions?

Though we do not provide formal therapy sessions, we utilize many therapeutic techniques in our medication management appointments. If psychotherapy is indicated, a referral or list of therapists will be provided to you.

4. Where and how do you see patients?

We primarily see patients in North Dakota and Minnesota using telemedicine though have the option to see people in person at our Fargo office.

5. Payments Policy

If your insurance is accepted at M. E. Psychiatric Care, we will file claims with your primary and (if applicable) secondary insurance. If your plan determines a service is not covered, you are responsible for the full charge.

Please provide your current insurance card at your first visit and whenever your insurance, address, or contact information changes. It is the patient's responsibility to confirm that M. E. Psychiatric Care is in-network and to verify what mental health services your plan covers. Some plans require pre-authorization or a referral from your primary care provider.

All patient accounts must have a credit or debit card on file. Copays, coinsurance, and deductibles are withdrawn from the card on file immediately after your insurance processes the claim and reports your patient responsibility. Self-pay patients will be charged the day prior to service.

Our billing team can assist with payment arrangements or answer billing questions.

Failure to respond to billing communications may result in discontinuation of services or collection action for unpaid balances.

Please note: benefit quotes are estimates only and do not guarantee coverage. Final responsibility for payment lies with the patient.

6. No show / Cancellation Policy

If an appointment needs to be canceled or rescheduled, please call the clinic at least 24 hours in advance as appointments are a time commitment made to you and held exclusively for you by your provider. Messages can be left on the clinic's voicemail before or after hours to cancel an appointment. Patients that are frequently late to appointments or cancel their appointment without sufficient notice will be subject to dismissal of services. Should a patient no-show or not cancel within the 24 hours more than four times will be terminated from the clinic and can no longer receive services.

Appointments canceled with less than 24 hours' notice, or no-shows, may be subject to a missed appointment fee of \$20.00, which will be withdrawn from the card on file.
