



225 Adley Way | Greenville, SC 29607
(864) 987-9747 | fax (864) 987-9770

Welcome to our office. We would like to thank you for the opportunity to provide your outpatient psychiatric care. We have listed below some general information about our practice and our office Procedures. If you have questions that are not answered below, please feel free to contact us.

Ways to Contact Our Office Phone, Fax & Email

Phone (864) 987-9747, Fax (864) 987-9770 Website: www.sherbondypsychiatric.com and choose contact then the (email our office) button. Or our email is sherbondys@sherbondypsychiatric.com

Physician/Nurse Practitioner Information

Shane Sherbondy, M.D. is Board Certified in General Psychiatry, Child and Adolescent Psychiatry & Addiction Medicine

David A. Cook, M.D. is Board Certified Specializing in Addiction Medicine

Donna Ambrose, APRN - Advanced Practice Registered Nurse Practitioner, Psychiatric Clinical Nurse Specialist.

Tammie Gainey, APRN – Advanced Practice Registered Nurse Practitioner, Specializing in Psychiatry.

Lavena Wilkes, APRN – Advanced Practice Registered Nurse, Psychiatric Nurse Practitioner

Elizabeth Shatten, APRN – Advanced Practice Registered Nurse, Psychiatric Nurse Practitioner

Counselor /Therapists

We currently have, Carin LaBoon, Licensed Professional Counselor/Therapist, Wendy Frisby, Licensed Marriage and Family Therapist

Business Hours- Lunch Hour (12pm-1pm) CLOSED

We can be reached at (864) 987-9747 from 9:00am to 12:00pm - 1:00pm to 4:30pm Monday through Thursday and Friday-**CLOSED**. During Lunch and after hour's emergencies, please call **911** or contact our answering service at (864) 987-9747.

New Patient Appointment

Although we make every effort to verify insurance benefits, we are advised by the insurance companies that quotation of benefits is not a guarantee of payment. Please be aware that in most cases your mental health benefits are completely different than your regular medical benefits. Most providers require an authorization or pre-certification for your visits with our office therefore you will need to call your insurance company for **out-patient** mental health benefits. One of our Insurance specialists will be following up with your insurance company a couple days prior to your visit. **You may call the day before your visit to find out how much your visit will be if you so desire.**

Your Appointments

Please be on time for your appointment if you are **10 minutes** late for **Dr. Sherbondy or Practitioner** you will have to reschedule. If you are **15 minutes** late for a **Therapy** appointment you will have to reschedule. A Late fee may be charged.

No Show Appointments

You must call our office 24 hours in advance to cancel an appointment. No show appointments and/or late cancellation will result in a charge to your account which will not be covered by your insurance and must be paid at or prior to your next visit. Repeated no shows / cancellations could result in discharge from the practice.

Office Location

Our office is located on Woodruff Road between I-385 and Highway 14. Across the street from the Wal-Mart on Woodruff Road, Find the Discount Tire Store. Turn beside the discount tire store onto Prado Way. Continue on until you see Adley way on your right. Turn on to Adley way and our office will be on your right 225 Adley Way.

Payment Procedures

You must pay any co-pays, coinsurance or deductibles at time of service. We are in network with most insurance providers and participate with Medicare. We do not, however, accept Medicaid. As a courtesy to our patients, we will file your claims to your insurance provider. Please understand that any balances not paid by your insurance will be your responsibility.

Inclement weather Please call the office to see if we are closed should we have inclement weather. Also check channel 7 and Fox Carolina News.

PATIENT COPY (2015)

OFFICE POLICIES

Copayments, Balances, Information Changes

- Co-payments and balances are due prior to seeing provider.
- Please notify us of any changes of address, phone number, or Insurance.

Suboxone Fees / Treatment Contract/ Waiver

Suboxone is an every 4 week Maintenance program that is a unique form of treatment for opioid dependence. The fee is \$280 every four weeks. Once you sign the contract to be on the program you are responsible to keep your appointments every 4 weeks and follow the Treatment Contract. Suboxone waiver once you sign the waiver you are bound to abide by the waiver as long as you are in treatment with our practice. If you fail to be responsible or abide by Treatment contract and or waiver we have the right to dismiss you from our practice.

Prescription Fees

- **\$20.00** for E-mail (must be paid at pick-up)(if not picked-up will pay at next office visit)
- **\$25.00** for Pick-up (must be paid at pick-up)(if not picked-up will pay at next office visit)
- **\$30.00** for Call-in (must be paid prior to calling-in)
- **\$25.00** for **Prior Authorization** of prescription (must be paid prior to handling prior Authorization)
- ***We do not call Prescriptions in after hours. (NO EXCEPTIONS)***

Late Cancellation / No Show Fees

- ***24 Hours notice must be given for cancellations or there will be a charge.***
- Physicians and Nurse Practitioner will be **\$60.00**
- Therapist will be **\$80.00**

Disability Forms

- This office does not fill out **Permanent Disability Forms.**
- **Short Term Disability Forms** can be completed **ONLY** if our Physician or Practitioner takes you out of work. The fee is **\$35.00** for the 1st page and **\$10.00** for each additional page and a **\$15.00** clerical fee which must be paid prior to forms completion.

Letters

- A letter fee of **\$25.00** will be charged for all letters. If it has to be notarized it will be **\$30.00.**
- **Note:** We make every effort to notify our patients of coming fee changes however fees may change without notice.

Claims

- Sherbondy's Psychiatric Services will file all **Primary** insurance claims as a courtesy to our patient, however, if after 60 days my insurance company has not processed my claims: it will then become my responsibility.

Delinquent account balances / Interest

- Account balances over 90 days old could accrue interest at 2.5%. All accounts over 120 days are subject to be turned over to a collection agency. All fees are the patient responsibility.

NEW INSURANCE

- **IF YOU HAVE NEW INSURANCE PLEASE NOTIFY OUR OFFICE 24 TO 48 HOURS PRIOR TO YOUR NEXT APPOINTMENT SO THAT YOUR NEW BENEFITS CAN BE VERIFIED.** If you fail to notify us in advance with your new insurance you will be asked to reschedule and or be cash pay for that visit.