



**PSYCHOLOGICAL
& BEHAVIORAL
CONSULTANTS**

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Ashtabula, OH 44004
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WELCOME TO OUR PRACTICE

Psychological & Behavioral Consultants (PBC) is the largest privately held outpatient mental health care provider in Ohio.

More than 75 PBC psychiatrists, psychologists, psychiatric nurses, clinical counselors and social workers provide individual, family, marital and group therapy in five Northeast Ohio locations.

Our experienced specialists work with all age groups – preschoolers, elementary school-age children, adolescents, adults and senior citizens – to understand patients' unique individual needs, jointly design clear treatment goals and teach specific adaptive skills.

PBC follows a problem-solving approach to treatment, which includes comprehensive evaluation, collaborative development of goals for treatment, and psychiatric assessment and medication when appropriate.

PBC is a preferred provider for most managed care and insurance companies.

Psychotherapy

Psychotherapy involves a relationship with a skilled practitioner who assists the patient in making changes in his/her thoughts, feelings and behavior. This process is a partnership between the therapist and the patient who have equal responsibility in setting treatment goals and in making therapy effective. The patient needs to make every effort to be open and honest, to keep appointments, and to follow through with agreed-upon homework and reading assignments.

Medication

Medication is prescribed only after a careful assessment. After the initial prescription of a psychiatric medication, it is extremely important for the patient to have regular follow-up appointments with the psychiatrist or nurse practitioner. This is to ensure that the dosage is appropriate as well as to monitor for side effects.

In order to provide you with safe and proper medical care, prescriptions can only be provided in coordination with regular office visits. Refills of prescriptions will be issued at the time of a follow-up visit with the medical provider. Urgent requests for medication refills without an office visit will incur a \$25 administrative fee, non-reimbursable by insurance. Please allow 48 hours to process your request. To check on the status of your prescription, please call your pharmacy. Refill requests called in by a pharmacy will not be honored.

Psychological Testing

Psychological testing involves the use of specialized tools to gain information about intelligence, academic achievement, personality, perceptual motor skills and other functions. Most tests are administered in a one-to-one setting with a psychologist; however, some tests are self-administered. In all cases, the results of the tests will be individually analyzed and interpreted to you by a psychologist. It is important to be as open and honest as possible in order for the tests to provide the most accurate information. Please note that insurance companies often do not pay for psychological testing or testing supplies.

Office Procedures and Policies

Patients (or parents/guardians of minor children) are responsible for the cost of all services provided to them. PBC will bill your insurance company for you; please inform the office if you do not want your insurance claim sent. Patients are expected to pay their insurance deductibles and copayments at the time of their sessions. We do not bill to secondary insurances.

Patients are responsible for the full session charge if an appointment is missed or canceled with less than 24 hours notice. These charges cannot be billed to your insurance company. There is a \$30 charge for a returned check. A non-custodial parent or other party can be billed only if written permission is received.

To make an appointment, please call the office at 216.831.6611 or toll-free 866.363.6611 during business hours (Monday through Friday, 8:30 a.m. to 5:30 p.m.). Office staff are available to answer questions about your account Monday through Friday, 9 a.m. to 4 p.m.

Insurance

Please note that it is the patient's responsibility to contact your insurance or managed care company to obtain initial authorization for services, to ensure the clinician's panel membership, and to determine your copayment obligation. In order to obtain insurance reimbursement, you must consent to release information about your care. Please familiarize yourself with your insurance policy, including any yearly session limitations.

Quality Assurance

PBC is committed to quality care. If you have any questions or concerns, please do not hesitate to contact us.

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