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www.psychbc.com

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Ashtabula, OH 44004

1426 Center Road
Avon, OH 44011

25101 Chagrin Blvd.
Suite 100
Beachwood, OH 44122

23625 Commerce Park
Beachwood, OH 44122

6802 West Snowville Road
Suite B
Brecksville, OH 44141

8040 Hosbrook Road
Suite 102
Cincinnati, OH 45236

855 Grandview Avenue
Suite 215
Columbus, OH 43215

7185 Liberty Centre Drive
Suite D
Liberty Township, OH 45069

100 Executive Park
Suite 103
Louisville, KY 40207

25111 Country Club Blvd.
Suite 290
North Olmsted, OH 44070

4212 State Route 306
(Chillicothe Road)
Suite 100
Willoughby, OH 44094



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The Joint Commission



WELCOME TO OUR PRACTICE

PsychBC is the largest privately held outpatient mental health care provider in Ohio.

More than 100 PsychBC psychiatrists, psychologists, psychiatric nurses, clinical counselors and social workers provide individual, family, marital and group therapy and medication management in 11 locations throughout Ohio and northern Kentucky.

Our experienced specialists work with all age groups to understand patients' unique individual needs, jointly design clear treatment goals and teach specific adaptive skills.

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

PsychBC 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.

Testing and Evaluation

Psychological testing involves the use of specialized tools such as the Treatment Outcomes Package to gain information about patient strengths, needs and progress. Using this information in collaboration with our patients, our clinicians can provide better services tailored to your needs. It is important to be as open and honest as possible in order for the tests to provide the most accurate information.

Office Procedures and Policies

Patients (or parents/guardians of minor children) are responsible for the cost of all services provided to them. PsychBC 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.

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 toll-free at **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, 9:00 a.m. to 4:00 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 your 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

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

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