

Billing and Claims

Payment Policy

We require that payment be made for each visit at the time of service. We accept cash, checks, money order, Visa, MasterCard, Amex or Discover. Make check payable to HBI. A \$15.00 fee will be charged for NSF returned checks.

Pre-arranged Payment Plan

We understand that economic hardship may affect access to care and we are willing to make specific financial arrangements prior to continued service. Please speak to our Business Office Manager if you have any question on this matter.

Insurance

As a courtesy, we can bill your insurance plan for your visit. If the insurance plan denies payment for any reason, you, the patient or legal guardian is responsible for the total charges for the treatment. ***Please be aware that no insurance plan pays for any missed appointment;*** that is the responsibility of the patient and must be paid prior to scheduling the next appointment.

NOTE: Failure to show up for an EAP appointment will result in forfeiture of an EAP visit.

To preserve a therapeutic atmosphere while in our office, please **NO FOOD** or **DRINK** / **NO SMOKING** and **TURN YOUR PHONE OFF.**



We also care about your children's well-being so please do not leave them unattended.



Thank you.



For more information on HBI's Programs and Services, visit our web site:
www.HBInetwork.com

HUMAN BEHAVIOR INSTITUTE CLINICAL SERVICES

2740 S. Jones Blvd., Las Vegas, NV 89146
Ph (702) 248-8866 • Fax (702) 248-1339
www.HBInetwork.com

OFFICE HOURS:

Monday – Friday • 9:00 AM – 6:00 PM



HUMAN BEHAVIOR INSTITUTE
Full Service Behavioral Health

Clinical Services

Patient's Guide

Welcome to Human Behavior Institute.

This guide is to assist you in understanding your mental health services by Human Behavior Institute. You will learn about your rights and responsibilities and answer common questions in accessing mental health and chemical dependency services.

What is Human Behavior Institute?

Human Behavior Institute (HBI) is a private, multi-disciplinary group of accredited mental health professionals committed to help individuals and families overcome emotional disorders, major behavioral difficulties and substance abuse problems. HBI offers patients a safe, confidential environment – an environment designed to help patients develop skills to cope with life's daily challenges.



Counseling Information



During your first visit your therapist will complete an evaluation that includes answering questions concerning your psychosocial history. You will be asked about your medical history and medications that you are currently taking. You may be given questionnaires to complete as a part of the assessment. Both you and your therapist will develop a treatment plan that will outline what you will be doing in therapy. These treatment plans are important to establish what is expected of you during therapy and the length of time to accomplish your goals.

There are many types of treatment but therapy is essentially a relationship between you and your therapist. You are responsible for deciding the ultimate course of action to achieve your goals. Initially, we will focus on improving communication skills, self-control, and understanding. At times, “homework” is given to enhance your therapy session.

Individual therapy sessions last about 45-50 minutes and may be scheduled weekly or otherwise based on the goals you and your therapist have established.

Follow-up may include ongoing counseling, referral to an appropriate specialist or community agency. Many patients progress to group sessions that last one to two and a-half hours, depending on the group.

Physical symptoms may also affect your treatment so if you have not had a recent physical check-up, we urge you to see your physician. Remember to inform your therapist of any medication you are currently taking.

Every therapeutic experience is unique and varies from person to person. While we expect that therapy is helpful, there is no guarantee.

You have the right to terminate service at any time but we request that you discuss your concerns with us before you leave.

If you are not happy with your therapist, please speak to one of our patient coordinators, so we can make the appropriate changes.

Scheduling Appointments

To schedule or change an appointment, please call HBI at (702) 248-8866 option 1 during our regular office hours.

No-Show or Cancellation Policy

If you are unable to keep your appointment, you **MUST** call our office to cancel at least 24 hours before your scheduled visit. This courtesy will allow us to be of service to other patients. If you fail to notify us within this time limit, you will be billed in full for the missed session and is considered a no-show. Same-day notice to cancel is considered as a no-show.

Emergency Cases

For life-threatening situations, please call 911 or go to your nearest emergency room. All psychiatric facilities have a 24-hour crisis hotline. You can call HBI 24/7 at (702) 248-8866 or (800) 441-4483. When you call during a non-life-threatening crisis situation, between the hours of 9:00 AM to 6:00 PM, press 0 when you hear the greeting then tell the receptionist that this is an emergency. If you call after 6 PM or on the weekend, press 7 to be directed to HBI’s Mobile Response Team and your call will be forwarded to the responder on-call if necessary.

Non-Emergency Routine Calls

If you need to speak to your therapist for non-emergency matters, you may leave a detailed message with our receptionist. Give your name, return telephone number and a clear description of your problem or question. This courtesy allows uninterrupted care for other patients. We will do our best to return your call as soon as possible. Frequent or lengthy calls may be charged as a phone session. If you have any question about this, please ask your therapist.

RELEASE OF INFORMATION

HBI will not release any records without the written consent of the patient. In order to release records:

- The patient must sign a **Release of Information** form. The form must be co-signed by a witness. Patient signature must be original.
- HBI requires 72 hours before a record is released.
- HBI may accept forms from other providers to release information as long as the form has been properly witnessed by an approved person and/or notarized and/or accompanied by picture identification with a signature.
- If access to records by a patient may cause significant harm (to the patient or other), records will only be released to a qualified mental health professional selected by the patient.
- Only the HBI Clinical Director has the authority to release records. Records are given to the Clinical Director for review prior to any release.
- In the event of a subpoena from an opposing party, HBI’s policy is to call the patient and inform them of the subpoena and ask the patient if they are willing to release the records HBI will not release any information to anyone without written consent of the patient.
- In custody situations the patient/legal guardian or custodian must sign a release of information form in order for HBI to release records.
- **HBI abides by the State of Nevada ruling on releasing medical records.**

Patient records are maintained pursuant to Nevada Administrative Code (NAC) 629 and the Nevada State Health Department.