



Center for Psychiatry and Mental Wellness



WELCOME TO OUR PRACTICE

We are happy you have chosen us for your care!

All of our providers and team members look forward to welcoming you to our practice! We have enclosed the necessary paperwork for you to complete before your visit.

OFFICE HOURS

Monday - Friday 8:00 am - 5:00 pm

AFTER HOURS

Providers are on call and you can leave a message for the provider by calling the office number and choosing the prompt for the on-call service. This should be used for urgent matters only. Non urgent calls such as appointment scheduling and medication refill requests should be made during office visits or by calling the office during business hours. For mental health and medical emergencies, you should call 911 or reach out to RHA Mobile Crisis Services at 888-573-1006.

OUR COMPREHENSIVE MENTAL HEALTH SERVICES INCLUDE

- Medication Management
- Psychotherapy
- Intellectual and developmental disabilities (IDD) behavioral health support
- Substance use disorder treatment
- Medication for opioid use disorder
- Transcranial Magnetic Stimulation (TMS)
- Peer Support Services
- Collaborative Care Management Programs
- School Based Therapy
- Acceptance and commitment therapy
- Cognitive behavioral therapy
- Mindfulness-based stress management
- On-site laboratory services
- Parent-child interaction therapy
- Play therapy
- Long acting injectable medication support
- Trauma-informed care

MAHEC Center for Psychiatry and Mental Wellness

Mary C. Nesbitt Biltmore Campus, 125 Hendersonville Road, Asheville, NC 28803

Phone: 828-398-3601 | Fax: 828-333-5465



Welcome to MAHEC!

Thank you for choosing us for your healthcare. MAHEC has been a part of Asheville since 1974 and we proudly continue our tradition of award-winning care. Our providers and staff welcome the opportunity to care for your entire family at our Family Health Centers, Internal Medicine office, OB/GYN offices, Dental offices and Center for Psychiatry. We proudly serve all patients regardless of income or insurance status.

- MAHEC is expanding our financial assistance program to go above and beyond what we have offered before. In order to facilitate this change we are asking all existing and new patients to complete a new patient information packet.
- Our Patient Financial Advocates are available to guide you through signing up for assistance offered through our Sliding Scale Discount Program. Eligibility is based on family income and family size. Payment is expected at time of service for amounts you are responsible for. We can assist with payment options if you are unable to pay in full.

BEFORE YOUR VISIT

This welcome packet includes forms you need to read and complete before your visit.

It is **VERY** important that you fill out each form completely and give the entire packet to the front desk staff when you arrive for your appointment. Please arrive **15 minutes before you appointment** to complete the check-in process.

Other documentation you need to bring with you:

- Insurance card and driver's license (or other valid photo ID)
- Pertinent medical history or records
- Current List of medications or medication bottles
 - Drug name
 - Prescribed dosage(s)
 - How long you have been taking the drug(s)

MAHEC's Patient Portal

We are pleased to provide all patients with an online tool that provides 24/7 access to your personal health record. With the portal, you can securely email your provider, see lab results, review your medical records and much more. We will use the email address you provide to give you access to the portal if you don't currently have it. Just watch for an email with instructions that will come to you after your appointment.

Thank you for choosing us for your healthcare!

Mountain Area Health Education Center
www.mahec.net



NEW PATIENTS

New patients need to bring completed paperwork, a picture ID and insurance cards to first appointment. Patients are encouraged to contact their insurance company and verify mental health benefits prior to their first visit. We accept all insurance, but this does not guarantee that we are in network with your plan.

RETURNING PATIENTS

Returning patients should make sure all information is up to date at each visit. This includes name, address, phone number and insurance information.

TELEPHONE CONSULTATIONS

Telephone consultations are generally not available. Please discuss your healthcare needs during your visit. Should issues arise between appointments please contact our office to schedule an earlier appointment.

AFTER HOURS

One of our providers will be on call and you can leave a message for the provider by calling the office number and choosing the prompt for the on-call service. This should be used for urgent matters only. Non urgent calls such as appointment scheduling and medication refill requests should be made during office visits or by calling the office during business hours. For medical emergencies, you should call 911.

PRESCRIPTION REFILLS

All medication refill requests need to be made during the patient’s appointment. Please bring prescription bottles or a list of medications with you to each appointment. Prescription refill requests at other times will be completed within 3 business days.

BILLING

You are responsible for your annual deductible, co-pay/co-insurance, and any balance that your insurance does not pay. Co-pays are expected at the time of service. Please be aware that some services are not covered by insurance and you will be billed. We accept cash, check, and credit card payments. A service fee is assessed for returned checks. The billing office phone number is (828) 257-4725, option 3. If you have a billing question, please call the billing office and we will do our best to help you or direct you to someone who can.

I have read and agree to the above policy:

Printed Name

____/____/____
Date of Birth

Today’s Date

Signature

Thank you for choosing us for your healthcare!



MAHEC Patient Registration Form

Please complete the following information using black ink. THIS INFORMATION IS CONFIDENTIAL.

- Internal Medicine
 FHC Biltmore
 FHC Cane Creek
 FHC Enka/Candler
 FHC Newbridge
 Ob/Gyn Biltmore
 Ob/Gyn Franklin
 Women's Care Brevard
 Psychiatry
 Deerfield
 Givens

PATIENT INFORMATION

Name: _____ Date of Birth: _____
 Home Address: _____ Birth Sex: Male Female
 City: _____ State: _____ ZIP: _____ SS#: _____
 Home County: _____ Email Address: _____
 Home Phone: _____ Cell Phone: _____ Work Phone: _____

By providing a phone number, mobile phone number, or email address, I authorize MAHEC to contact me or my guardian/legal representative to remind me of appointments, to obtain feedback on my experience at this office, and to provide general health reminders and other information regarding my healthcare.

Special Hearing Needs:

Special Vision Needs:

- Uses Wheelchair: Yes No
- Speech Impaired: Yes No
- Veteran Status: Yes No

Race (select one):

- Asian
 Native Hawaiian
 Other Pacific Islander
 Black/African American
 American Indian/Alaska Native
 White
 More than one race

Ethnicity (select one):

- Hispanic or Latino/a
 Non-Hispanic or Latino/a

Gender Identity:

- Male
 Female
 Transgender Male
 Transgender Female
 Other
 Choose not to disclose

Sexual Orientation:

- Lesbian or Gay
 Heterosexual (or straight)
 Bisexual
 Something else
 Don't know
 Choose not to disclose

Preferred Language:

- English
 Spanish
 Russian
 American Sign Language
 Other: _____

Marital Status:

- Single
 In a relationship
 Partner
 Married
 Separated
 Divorced
 Widowed

Special Populations

- Migratory Yes No
 Seasonal Yes No
 Homeless Yes No
 Homeless Status (select one):
 Not Homeless
 Homeless Shelter
 Transitional
 Doubling Up
 Street
 Permanent Supportive Housing
 Other

EMERGENCY CONTACT INFORMATION

Name: _____

Relationship: _____ Phone#: _____

IF PATIENT IS CHILD (UNDER 18)

Responsible Party Name: _____

Relationship: _____ Phone#: _____

ANNUAL HOUSEHOLD INCOME BEFORE TAXES

_____ # of Individuals in Household: _____

The income information above is used for statistical information only and is not used to determine specific patient financial needs.

PRIMARY INSURANCE INFORMATION

Insurance Company: _____ Policy ID#: _____

Policy Holder's Name: _____ Policy Holder's DOB: _____

Policy Holder's Relationship to Patient: _____ Birth Sex of Policy Holder: Male Female

Policy Holder's Address: _____

SECONDARY INSURANCE INFORMATION

Insurance Company: _____ Policy ID#: _____

Policy Holder's Name: _____ Policy Holder's DOB: _____

Policy Holder's Relationship to Patient: _____ Birth Sex of Policy Holder: Male Female

Policy Holder's Address: _____

ASSIGNMENT OF BENEFITS AND FINANCIAL POLICY

I hereby authorize payment of all insurance, Medicaid, and/or Medicare benefits directly to MAHEC and I authorize them to file insurance on my behalf. I also authorize them to release medical and/or account information to my insurance, Medicaid, and/or Medicare carrier as required to satisfy claims. I agree to notify them should my coverage change.

I understand that MAHEC:

- Expects payment on the date of service (if insured, co pays and deductibles are expected on the date of service).
- Accepts cash, checks, debit cards or major credit cards.
- Expects Medicaid, Medicare and all insurance will be filed for me. However, it is my responsibility to know the details of my insurance coverage and provide MAHEC with current and accurate information.
- Will work with me to establish payment plans.
- Provides services and treatment, which are medically appropriate. However, some of these may not be covered by my insurance plan and these will be my responsibility to pay.
- Expects my insurance company to pay within 90 days from the date of service and will bill me directly if the insurance does not pay.
- Expects the parent or guardian to pay for all services rendered to their dependents.
- Expects me to keep appointments and to call at least 24 hours prior, if I need to cancel. I understand that failure to do this may result in being discharged from the practice.

I have read and understand the above.

Patient or Parent/Guardian Signature: _____ Date: _____

Note: Failure to sign does not relieve you of the above expectations.

CONSENT FOR TREATMENT

I voluntarily consent to routine services, medical treatment(s), diagnostic radiology procedure(s), diagnostic lab(s), behavioral health services, and services offered by lay health workers (e.g. doula, community health worker, peer support specialist) as deemed necessary by the healthcare providers treating me at any MAHEC facility. I voluntarily consent to allow MAHEC to seek emergency medical care from a physician or hospital, if needed. I understand that diagnostic procedures may include but are not limited to lab tests on blood, urine, and tissue, including drug screenings. I understand that diagnostic radiology procedures include but are not limited to x-ray, ultrasound, and/or mammography. I understand that the practice of medicine is not an exact science and that diagnosis and treatment may cause injury or even death. I understand I have the right to ask questions about my treatment and/or procedures and the right to refuse any treatment or procedure. I agree to notify my provider of my concerns.

Patient or Parent/Guardian Signature: _____ Date: _____

ALTERNATIVE CONTACT AUTHORIZATION

I authorize MAHEC to discuss medical and financial information concerning the care and services provided to me with the individuals listed below:

Contact #1

Name: _____

Relationship: _____ Phone#: _____

Contact #2

Name: _____

Relationship: _____ Phone#: _____

Contact #3

Name: _____

Relationship: _____ Phone#: _____

NOTICE OF PRIVACY ACKNOWLEDGMENT

I have been given the opportunity to read MAHEC's Notice of Privacy Practices, and my questions concerning the Notice have been answered. I understand if I choose not to sign this acknowledgment, MAHEC will continue to provide services to me and will use and disclose my Protected Health Information (PHI) in accordance with MAHEC's Notice of Privacy Practices.

Patient or Parent/Guardian Signature: _____ Date: _____

FOR OFFICE USE ONLY

Primary Care Provider: _____

Copy of insurance card obtained? Yes No



Center for Psychiatry and Mental Wellness New Patient Intake Form

Patient Name: _____ Date of Birth: _____

Form Completed by: _____

ALLERGIES

Do you have any allergies or bad reactions to medicines, foods or latex? Yes No If yes, please list them below.

Medicine, food, latex or other substance:

Reaction caused:

MEDICATIONS

Please list ALL medications you currently take (including birth control pills, vitamins, supplements and herbs) even if you do not take them every day, and even if they are over the counter.

Name of medication, vitamin, herb or supplement: Dosage (ex: how many mg or tablets you take) How often you take it:

Name of medication, vitamin, herb or supplement:	Dosage (ex: how many mg or tablets you take)	How often you take it:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Local Pharmacy: _____

FAMILY MEDICAL HISTORY

If your father is deceased, how old was he when he died? _____ What did he die from? _____

If your mother is deceased, how old was she when he died? _____ What did she die from? _____

SURGICAL HISTORY

Please list the date(s) and description(s) of any past surgeries you have had:

REPRODUCTIVE LIFE PLANNING

Would you like to become pregnant in the next year?

Yes No Okay either way Unsure

Are you using any method to prevent pregnancy?

Yes No

If yes, what: _____

ADVANCED CARE PLANNING

Have you filled out forms to indicate your desires for end of life care? Living Will: Yes No

Durable power of attorney for healthcare ("DPOA"): Yes No If yes, who: _____

Patient Name: _____ Date of Birth: _____

FAMILY MEDICAL HISTORY

Please check the appropriate box if any of your blood-relatives have been diagnosed with or experienced the following mental health problems.

	Mother	Father	Sister	Brother	Daughter	Son
Alcohol Use Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anxiety Disorder or Panic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Autism Spectrum Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bipolar Disorder, Manic Episodes, or Manic Depressive Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug Use Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eating Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intellectual or Developmental Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Major Depression or Clinical Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obsessive-Compulsive Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personality Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-Traumatic Stress Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Psychiatric Hospitalization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schizophrenia, Schizoaffective Disorder, or another Paranoid or Delusional Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suicide Attempt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completed Suicide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Mental Health Condition (please specify) _____



Child's Name _____
 Today's Date _____
 Date of Birth _____

Record Number _____
 Filled out by _____

Pediatric Symptom Checklist Ages 4-10

Emotional and physical health go together in children. Because parents are often the first to notice a problem with their child's behavior, emotions or learning, you may help your child get the best care possible by answering these questions. Please mark under the heading that best fits your child.

		Never (0)	Sometimes (1)	Often (2)
1.	Complains of aches/pains	1	_____	_____
2.	Spends more time alone	2	_____	_____
3.	Tires easily, has little energy	3	_____	_____
4.	Fidgety, unable to sit still	4	_____	_____
5.	Has trouble with a teacher	5	_____	_____
6.	Less interested in school	6	_____	_____
7.	Acts as if driven by a motor	7	_____	_____
8.	Daydreams too much	8	_____	_____
9.	Distracted easily	9	_____	_____
10.	Is afraid of new situations	10	_____	_____
11.	Feels sad, unhappy	11	_____	_____
12.	Is irritable, angry	12	_____	_____
13.	Feels hopeless	13	_____	_____
14.	Has trouble concentrating	14	_____	_____
15.	Less interest in friends	15	_____	_____
16.	Fights with others	16	_____	_____
17.	Absent from school	17	_____	_____
18.	School grades dropping	18	_____	_____
19.	Is down on him or herself	19	_____	_____
20.	Visits doctor with doctor finding nothing wrong	20	_____	_____
21.	Has trouble sleeping	21	_____	_____
22.	Worries a lot	22	_____	_____
23.	Wants to be with you more than before	23	_____	_____
24.	Feels he or she is bad	24	_____	_____
25.	Takes unnecessary risks	25	_____	_____
26.	Gets hurt frequently	26	_____	_____
27.	Seems to be having less fun	27	_____	_____
28.	Acts younger than children his or her age	28	_____	_____
29.	Does not listen to rules	29	_____	_____
30.	Does not show feelings	30	_____	_____
31.	Does not understand other people's feelings	31	_____	_____
32.	Teases others	32	_____	_____
33.	Blames others for his or her troubles	33	_____	_____
34.	Takes things that do not belong to him or her	34	_____	_____
35.	Refuses to share	35	_____	_____

Total score _____

Does your child have any emotional or behavioral problems for which she/he needs help? () N () Y
 Are there any services that you would like your child to receive for these problems? () N () Y

If yes, what services? _____



Pediatric Symptom Checklist - Youth Report (Y-PSC) Ages 11-16

Please mark under the heading that best fits you:

	Never	Sometimes	Often
1. Complain of aches or pains.....	—	—	—
2. Spend more time alone.....	—	—	—
3. Tire easily, little energy.....	—	—	—
4. Fidgety, unable to sit still.....	—	—	—
5. Have trouble with teacher.....	—	—	—
6. Less interested in school.....	—	—	—
7. Act as if driven by motor.....	—	—	—
8. Daydream too much.....	—	—	—
9. Distract easily.....	—	—	—
10. Are afraid of new situations.....	—	—	—
11. Feel sad, unhappy.....	—	—	—
12. Are irritable, angry.....	—	—	—
13. Feel hopeless.....	—	—	—
14. Have trouble concentrating.....	—	—	—
15. Less interested in friends.....	—	—	—
16. Fight with other children.....	—	—	—
17. Absent from school.	—	—	—
18. School grades dropping.	—	—	—
19. Down on yourself.....	—	—	—
20. Visit doctor with doctor finding nothing wrong.....	—	—	—
21. Have trouble sleeping.....	—	—	—
22. Worry a lot.....	—	—	—
23. Want to be with parent more than before.....	—	—	—
24. Feel that you are bad.....	—	—	—
25. Take unnecessary risks.....	—	—	—
26. Get hurt frequently.....	—	—	—
27. Seem to be having less fun.....	—	—	—
28. Act younger than children your age.....	—	—	—
29. Do not listen to rules.....	—	—	—
30. Do not show feelings.....	—	—	—
31. Do not understand other people's feelings.....	—	—	—
32. Tease others.....	—	—	—
33. Blame others for your troubles.....	—	—	—
34. Take things that do not belong to you.....	—	—	—
35. Refuse to share.....	—	—	—



SLIDING SCALE DISCOUNT PROGRAM
Compassionate financial support

Thank you for applying to our Sliding Scale Discount Program!

These documents will need to be turned in before your application can be processed:

- Completed Application
- Proof of Income

Please return all documents to your Patient Financial Advocate within 30 days of your first appointment.

Family Health Centers and Internal Medicine

Financial Advocate

Phone: (828) 771-3507

Fax: (828) 407-2640

Mailing Address:

123 Hendersonville Rd
Asheville, NC 28803

Ob/Gyn Specialists

Financial Advocate

Phone: (828) 771-5443

Fax: (828) 407-2639

Mailing Address:

119 Hendersonville Rd
Asheville, NC 28803

Center for Psychiatry and Mental Wellness

Financial Advocate

Phone: (828) 771-3460

Fax: (828) 820-8327

Mailing Address:

125 Hendersonville Rd
Asheville, NC 28803

Dental Health Centers

Financial Advocate

Phone: (828) 398-5918

Fax: (828) 552-8691

Mailing Address:

123 Hendersonville Rd
Asheville, NC 28803

If you have any questions regarding this program, please feel free to contact your Patient Financial Advocate at the numbers listed above.

Thank You!

Annual Household Income for all working adults

Source	Self	Spouse	Other	Total
Last two pay stubs, tax form with schedule C if you are self-employed, or letter from employer				
Unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income				
Interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, and other miscellaneous sources				

NOTE: Copies of tax returns, pay stubs, or other information verifying income are required before a discount is approved.

I certify that the family size and income information shown above is correct.

Name (please print) _____ Date _____

Signature _____

Office Use Only

Approved by: _____

Date approved: _____

Family size: _____

Income: _____

Approved discount: _____

Date received signed agreement: _____

Verification Check List

Yes

No

Identification/Address: Driver's license, utility bill, employment ID, or		
Income: Prior year tax return, two most recent pay stubs, or other		

**MAHEC Center for Psychiatry and
Mental Wellness
School Based Therapy Program
125 Hendersonville Road
Asheville, NC 28803
Phone: 828-398-3601 Fax: 828-333-5465**

Patient Account#: _____

AUTHORIZATION FOR USE OR DISCLOSURE OF PROTECTED HEALTH INFORMATION

**ALL SECTIONS of this form MUST be complete before your request can be processed.
Don't forget to sign and date at bottom before submitting.**

Patient Legal Name: _____	DOB: _____
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I authorize the use or disclosure of the above named individual's health information as described below.

The information to be disclosed by:	And to be provided to:
NAME OF FACILITY : MAHEC Center for Psychiatry and Mental Wellness School Based Therapy Program 125 Hendersonville Road Asheville, NC 28803	SCHOOL NAME: _____ _____ _____

The purpose or need for this disclosure is:
The therapist with MAHEC's School Based Therapy (SBT) Program to communicate with the school

I understand that the information can be released in both verbal or written formats. **NO medical records to be sent.**

I understand that the information released may include sensitive information related to behavior and/or mental health, drugs and alcohol, rape, abuse (sexual, physical, elder, spousal, etc.) abortion, sexual diseases like HIV/AIDS and other communicable disease and genetic testing.

Health Information to be disclosed:
Only information related to services received through MAHEC's School Based Therapy Program

- EXCLUSIONS (check appropriate box(es)):**
- AIDS/HIV test results, diagnosis, treatment, and related information
 - Drug screen results and information about drug and alcohol use and treatments
 - Mental health notes
 - Genetics testing

I understand that this authorization will expire on the final date of SBT services unless I have specified a different expiration date as follows: _____.

I understand that I may cancel this authorization at any time by notifying in writing the MAHEC Privacy Officer, 121 Hendersonville Road Asheville, NC 28803, and this authorization will cease to be effective on the date notified except to the extent action has already been taken in reliance upon it.

I understand that information used or disclosed by this authorization may be subject to re-disclosure by the recipient and may no longer be protected by federal or state laws.

I understand that MAHEC will not condition treatment or eligibility for care on the provision of this authorization except if such care is: (1) research related or (2) provided solely for the purpose of creating Protected Health Information for disclosure to a third party.

By signing below, I acknowledge that I have read and understand this Authorization.

SIGNATURE OF PATIENT	DATE
SIGNATURE OF AUTHORIZED REPRESENTATIVE OF PATIENT, IF APPLICABLE <i>(State relationship to Patient)</i>	DATE
WITNESS TO SIGNATURE, IF APPLICABLE	DATE

YOU ARE ENTITLED TO A COPY OF THIS AUTHORIZATION AFTER YOU SIGN IT.