

ACAPS



Appalachian Counseling and Psychological Services, Inc.

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Welcome!

Appalachian Counseling and Psychological Services (ACAPS) is very delighted that you have chosen us as your health care provider. We appreciate the opportunity to serve you and are committed to your treatment and well-being. In an effort to ensure we have all of the correct information needed to treat you and file your insurance, we have enclosed our patient intake forms for you to complete and return along with your current insurance card, photo ID, and a credit, debit, or HSA card to keep on file.

Without a valid insurance card, you will be entered as a self-pay patient and the self-pay policy will apply. Our office does require a valid credit/debit/HSA card to be kept on file. We do this for easier, more convenient payments of future charges and to secure your appointments. Your card details and other billing information are stored in compliance with the highest safety and security standards.

Please be aware that we are unable to schedule your new patient appointment without the enclosed forms completed and signed so we strongly encourage you to complete and return them as soon as possible.

Our office participates with many insurance companies. You may want to call your insurance carrier to confirm in or out of network benefits. We file claims for all of our insured patients but do ask for payments of deductibles and/or any co-payments at the time of service. We make every attempt to assist you in understanding your insurance benefits. However, it is ultimately the patient's responsibility to know how their individual policy covers their mental health services. If you do not have insurance coverage, payment for services is expected at the time of your appointment.

Please call our office if you have any questions.