FREQUENTLY ASKED QUESTIONS

Q: Is Recovery Services accepting new clients?

A: Yes. Recovery Services of Northwest Ohio remains open, taking new patients and our staff is available to serve the community.

Q: How do I get scheduled for an appointment?

A: If you wish to receive services and become a client with Recovery Services, please contact our offices at 419-782-9920. Any staff member is able to gather the information needed to provide you an appointment time for a Diagnostic Assessment.

Q: Why did I receive an email to complete documentation prior to my appointment?

A: Because of our commitment to your health and well-being, and in order to limit the time spent in the lobby areas of our offices, RSNWO is asking patients to register and complete necessary documentation prior to their appointment. This opportunity to pre-register will allow you to complete the same documentation privately, without distractions. If you are unable to complete this pre-visit registration, we will assist in completing it with you at the time of your visit.

A staff member will complete a follow up phone call with you to review your information as well.

Q: What happens if I don't complete the Pre-visit interview?

A: If the Pre-visit registration sent by email is not completed, you should expect that additional time (approximately 45 minutes) will be needed to complete the documents onsite when you arrive for your appointment.

The pre-visit interviews can be started and then accessed again, after going through the verification process. If you must access the interviews on several different occasions to complete them, that is perfectly acceptable. Your previous answers will be saved in order to save you time when revisiting the interview pages.

Q: Who can I contact if I have questions when I'm completing my Pre-visit registration?

A: Recovery Services understands that questions may arise while you are navigating through the interviews. If at any time, you have a question or do not understand a document, please contact our office at 419-782-9920 and speak with any support staff member.

Q: How long do appointments last?

A: Appointment times vary, depending on the type of session. The Diagnostic Assessment appointment typically is scheduled for 1 hour. Please note, if the pre-visit registration paperwork has not been completed prior to the appointment, there is approximately 45 minutes of documentation which needs to be completed at that time as well.

Individual therapy sessions are scheduled for 1 hour on average.

Q: What paperwork or documents do I need to provide at the financial intake?

A: At the time of the financial intake appointment, usually scheduled the same day as the Diagnostic Assessment, you will need to provide the following documents:

1. All household income verification (2 current check stubs, Unemployment verification, Social Security/Disability Award letter, child support verification, spouse's income verification)
2. Residency verification (utility bill, phone bill, credit card statement)
3. Photo identification
4. Any medical insurance cards, including Medicare and Medicaid
5. Any Custody/Guardianship documentation

Q: Will you bill my insurance?

A: Recovery Services is able to bill most commercial insurance carriers, Medicaid, and Medicare.

Q: How much does treatment cost?

A: Recovery Services is able to provide assistance with funding for your assessment/treatment through the local ADAMhs Board. This assistance is provided to all four county residents (Defiance, Fulton, Henry, and Williams). Fees are determined using a subsidized sliding fee scale and are based on a gross household income and family size. These items are reviewed at the time of the financial appointment/update, typically the day of the appointment. Fees, including sliding fee responsibilities are due at the time of each session, including assessment, individual appointments, psychiatric services and group sessions.

Residents who reside outside of the four county area, should contact a staff member to be provided information on cost and payment expectations.

Q: Need to cancel or reschedule an appointment?

A: If you need to cancel or reschedule an appointment, please attempt to contact the provider you were scheduled with first. If he/she is not available, staff are available to field your call during our regular business hours Monday – Thursday 8:30 am – 9:00 pm, and Friday 8:30 am – 5:00 pm and can assist in rescheduling the appointment with you.

Q: Who do I contact about a billing question?

A: Questions regarding statements can be addressed during our regular business hours with a financial staff member.

Q: Will my information be kept secure and confidential?

A: Yes. Recovery Services believes in the right of the client to confidentiality in accordance with Federal Regulations regarding confidentiality, 42 CFR, Part 2 and HIPAA. Disclosures from the program's client records must be authorized in writing by the client or the client's legally authorized representative.

Q: What changes should I expect at my appointment due to the Covid-19 pandemic?

A: The health and safety of our clients and staff remains our priority. We ask that you remain in your vehicle, if possible, until your scheduled appointment time. If you do not have transportation which you can remain in, you may enter the facility. Upon entering our sites, each person must go through the entry process (hand sanitizing and temperature taking are required, masks are highly recommended). Our lobby areas have been adjusted to allow for social distancing. Clients are asked to present alone, if they are a capable adult. Minors or adults with guardians, are asked to present with only one guardian.

6.15.20 LG