

## WELCOME TO OUR PRACTICE

We look forward to working with you and will do our best to provide you with highest quality care. This document contains important information about our professional services and business policies. Please read it carefully and note any questions you might have so that we can discuss them.

### \* Directions

Our office is located at 9890 Clayton Road, St. Louis, MO 63124. Please follow the signage to Clayton Behavioral. There is ample parking next to the building and our offices are located on the lower level.

### \* Contacting Your Physician

We make every effort to answer phone calls personally from 9:00am until 5:00pm, Monday-Thursday and 9:00am to 2:00pm on Friday. We apologize, in advance, if you receive our voicemail during these hours but ask that you do not leave multiple messages as this slows the speed with which calls are returned.

- To schedule an appointment please call (314) 222-5810
- To leave a message for Dr. Reising please call (314) 222-5812
- To leave a message for Dr. Segovia please call (314) 222-5808
- To leave a message for Dr. Shanker please call (314) 222-5804
- To leave a message for Dr. Auffenberg please call (314) 222-5818

Messages are delivered to your doctor as soon as he or she is available. Every attempt is made to have calls returned the same business day but please allow at least 24 hours for non-urgent matters.

In the event of an after office hours emergency, please contact your doctor via their exchange:  
Dr. Reising: (314) 420-3772; Dr. Segovia: (314) 729-2170; Dr. Shanker: (314) 409-6829

### \* Prescription Refills

To request a refill of your medication, please contact your pharmacy. This is the fastest way to begin the refill process as we are able to communicate with your pharmacy to refill your prescription electronically. Controlled substances can now be prescribed electronically as well. Please plan accordingly to allow a minimum of TWO BUSINESS DAYS for your refill to be completed. If a Prior Authorization is required by your insurance company, this process may take several days. Routine prescription refills cannot be completed through the exchange.

### \* Payment on Your Account

Payment is required at the time of service. You will be asked to fill out a Credit Card Authorization Form so that your credit card can be maintained on file to assist with the billing process. Please alert us to changes in your credit card status such as cancellations, new cards, etc. Virtual appointments will be charged on the day of your visit with your doctor.

### \* Accessing Your Out of Network Insurance Benefits

Although we do not file directly with insurance companies for out of network benefits, we will provide you with a "Superbill" which contains all of the information necessary for you to submit an out of network claim to your insurance company. As such, any reimbursement from your insurance company will be made directly to you. The claims address is usually located on the back of your insurance card. Should you have questions, we are happy to assist you with this process.