

# Cone Health Outpatient Behavioral Health Services

Alamance Regional Psychiatric Associates  
1238 Huffman Mill Rd, Suite 1500  
Burlington, NC 27215  
(336)586-3798

## Frequently Asked Questions

### **How long can I expect to wait before I can see a provider?**

You can expect to see a provider within approximately 2 weeks.

### **What insurance carriers do you accept?**

We accept a variety of commercial plans, however some out of state plans may not cover our services. To get an estimate for our services, please visit our website at <http://www.conehealth.com/> and navigate to the Patient Financial Services page under the Patient & Visitor section. Then select Patient Estimates and use one of the typical charge codes used. OR Log into your MyChart Account and click the link for Patient Estimates.

### **What are the usual Charge Codes used?**

New Patient Codes: 99202, 99203, 99204 or 99205  
Follow-Up Codes: 99213, 99214 or 99215

### **What if I am uninsured?**

If you are uninsured, you can read about our Financial Assistance Program and apply for assistance at [www.conehealth.com](http://www.conehealth.com) and navigate to the Patient & Family Resources tab and select Billing & Insurance.

### **Do I need to bring anything with me to my appointment?**

You will need to bring your ID, Insurance Card, a list of medications you are on and your financial responsibility (Co-Pay, Co-Insurance, etc.).

### **What records do I need to have sent from my hometown provider?**

Our office requests that your office notes be forwarded prior to your first appointment. Additionally, if you have a previous diagnosis of ADD or ADHD, we ask that you provide record of formal testing. They can be faxed to 336-586-3778.

### **What happens if I miss an appointment?**

In the event of an emergency, please contact our office to reschedule your appointment. No-showing, repeated rescheduling or cancelling less than 48 hours in advance can lead to discharge from services and a no-show fee.

### **Will my appt be virtual or in person?**

We ask that the initial appointment be in person. Follow-up appointments can be done virtually at the discretion of the provider.

#### Office Hours:

**Monday – Thursday** 8am – 5pm  
**Friday**- 8am – 12pm

