



## Walk-in Intake!

*Effective 10/6/2014*

Services at New Horizons begins with an intake appointment. This is an assessment to help to determine the best services for you or your child.

Most clients access their initial assessment by simply walking in to our 1592 Granville Pike location, between the hours of 9 AM and 2 PM, Monday through Friday. If you cannot come in before 2 PM, please call us to discuss a scheduled intake appointment.

## Who is Eligible?

- **Medicaid:** Walk-in is available for any client with Medicaid (any county of residence).
- **Self-pay/private pay:** Clients without insurance coverage are welcome, but note that a sliding fee discount is only available to Fairfield County residents. Please bring proof-of-income to help us determine your eligibility.
- **Medicare:** Medicare is also accepted, but only for Fairfield County residents.
- **Not eligible for walk-in – Private Insurance:** *For your benefit*, if you have private insurance, please call New Horizons to schedule directly with a clinician who is an approved provider for your insurance. Note: We have active relationships with most insurance providers, but not all.

**Regardless of insurance, Please bring: a copy of your insurance card and photo ID.**

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**What happens at intake?** You will begin by filling out some general paperwork with identifying information. You will meet with a member of our billing team to review your insurance information, and to clarify if any kind of payments are necessary at the time of service. You will have a clinical interview with an intake specialist. After the assessment is completed, you will be referred to the appropriate service. You may be given an appointment with a therapist, and/or you may be referred for a psychiatry / medication evaluation if needed. Linkage with our case management team is also available.

### **What doesn't happen at intake?**

- You will NOT see a doctor or anyone who can write or fill a prescription. This only occurs after an initial evaluation with a psychiatrist or nurse practitioner.
- You won't receive a specialized assessment. Our intake is a diagnostic assessment to determine the best treatment options for you at New Horizons. If you are seeking a specific type of assessment, please call us to discuss your request

**What if I have multiple family members who need an intake?** Please give us a call to discuss. Sometimes these can be done in one visit, but they sometimes require a separate visit for each family member. **Note:** Please try to avoid bringing multiple children to the initial appointment. The intake interview can be very difficult to complete with extra children in the session.

**If you are experiencing a mental health crisis**, we urge you to go the Fairfield Medical Center Emergency Room where we have staff available to assist you 24 hours per day. Our Crisis Intervention team can be reached by phone at 740.687.8255, or by calling 2-1-1.