



POST OFFICE BOX 2469
306 NORTH QUEEN STREET
KINSTON, NC 28502

TEL. (252) 208-0027
FAX (252) 208-0029

Billing and Phone Call information:

Clients:

ENC uses a third party billing company, Professional Data Management (PDM), based in Goldsboro. They handle all of our insurance authorizations, billing, and denials. PDM is held to strict standards of confidentiality. In order to process your claim, it is necessary for them to know your name, date of birth, reason for referral, and diagnosis code. This information is known and used only for the purposes of billing your claim to your insurance company.

I authorize ENC to utilize PDM for billing purposes and for PDM to know the above information.

Signature of client or guardian/date

If you call ENC and wish to speak to your therapist, please press their extension to leave a confidential voicemail. The main voicemail will direct you to which extension you need. If you leave a voicemail on the main number, keep in mind that another therapist may hear your name and reason for calling. If you do not wish for another therapist to hear this information, please press the appropriate extension. In addition, if you call and another person answers, please feel free to ask for your therapist or their voicemail so that you may speak directly with them.

Our computer scheduling system has all of our clients for every therapist listed on the scheduler. This way, our therapists can know when each other is in and out of the office and can make it easier to schedule appointments for family members who see different therapists. This does mean, however, that another therapist will see your name and phone number. If you wish to have your name kept confidential, your therapist can use your initials in place of your full name. If this is what you prefer, please make your therapist aware.

I understand the above statements.

Signature of client or guardian/date