

NCCC CLIENT GUIDEBOOK

2023



NASHVILLE COLLABORATIVE
COUNSELING CENTER

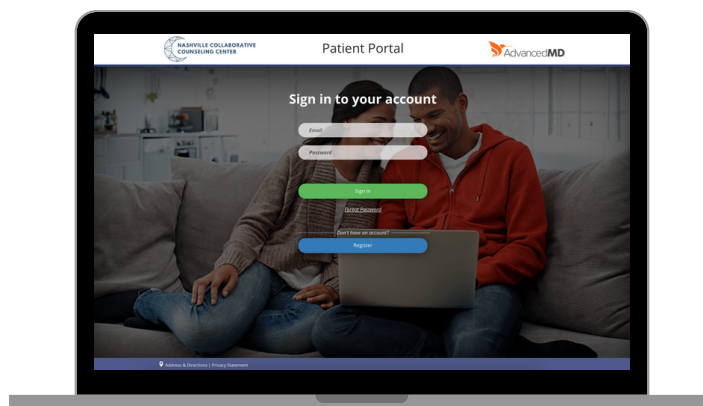


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NCCC + ADVANCEDMD
CLIENT GUIDEBOOK

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NASHVILLE COLLABORATIVE COUNSELING CENTER



SIGN IN TO YOUR CLIENT PORTAL

Within the Client Portal, clients can sign client forms, send secure messages, review invoices, and access future appointment dates + times.

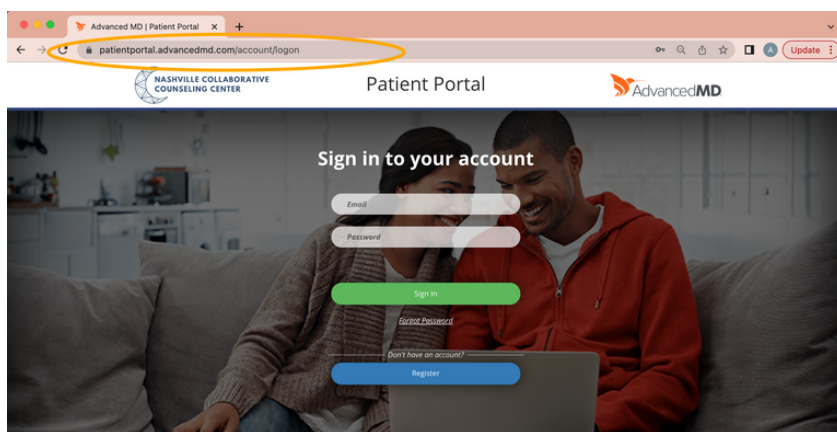
Clients and Responsible Party individuals have two options for signing in to the Client Portal:

OPTION 1

Click the link below or type the below web address into your search bar on your desktop or smart phone.

<https://patientportal.advancedmd.com/154579/account/logon>

- Sign in to your account with the email address and password you set during registration.



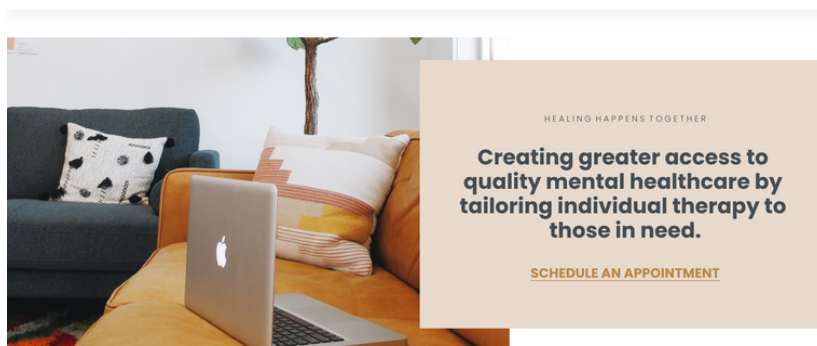
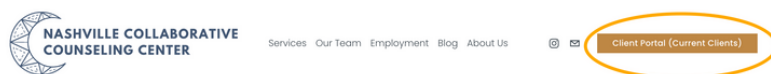
If you cannot sign in to your account, please email support@nashvilleecc.com with your first and last name + the name of your provider

OPTION 2

Click on the Client Portal (Current Clients) button at the top right of our NCCC webpage.

www.nashvilleecc.com

This will take you to the AdvancedMD login page, pictured above.



Sign in to your account with the email address and password you set during registration.

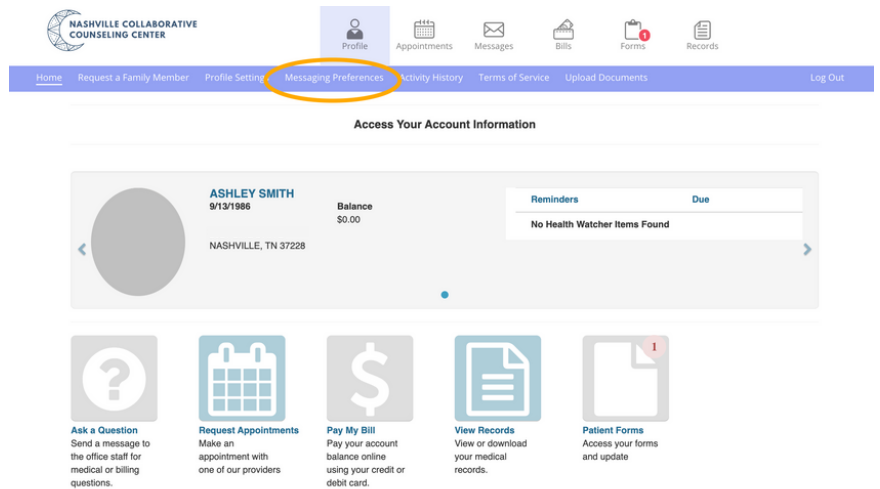
If you cannot sign in to your account, please email support@nashvilleecc.com with your first and last name + the name of your provider

SET MESSAGING + REMINDER PREFERENCES

Client Portal account holders can update Messaging Preferences in the Client Portal for the responsible party and patients.

STEP 1

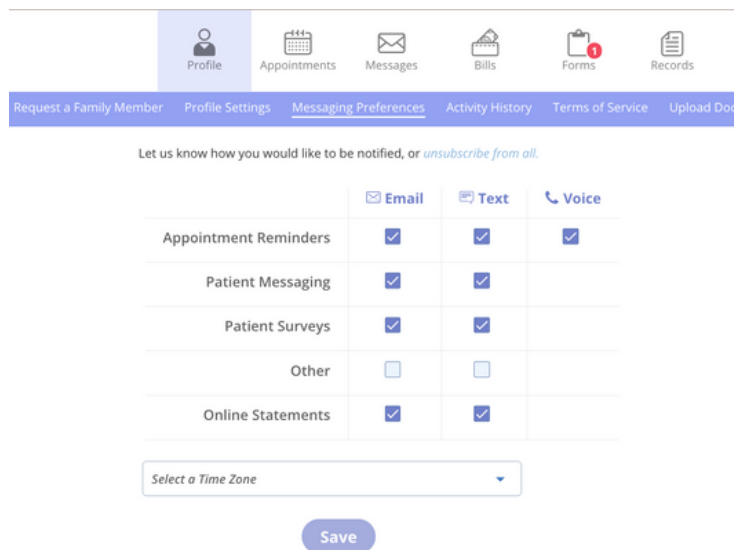
Click **Messaging Preferences** on the home screen of your Client Portal.



STEP 2

If the responsible party account holder has no clients tied to their account, they can change the messaging preferences for themselves for all notification types.

If the responsible party account holder has clients tied to their account, they can make changes for all clients and themselves. In addition to changing preferences for clients, they can choose to have Appointment Reminder notifications sent to the responsible party or the client.



If you choose to disable email notifications, you will not receive your telehealth video link via email.

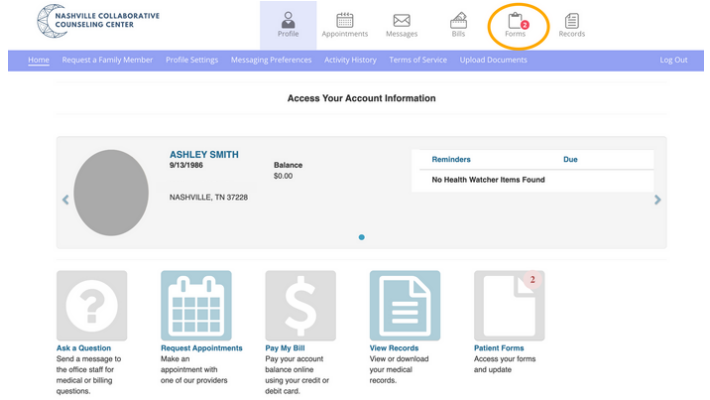
If you choose to disable text notifications, you will not receive your telehealth video link via text.

REVIEW, SIGN + SUBMIT CLIENT FORMS

Clients can access, fill out, and submit client forms prior to their appointment.

STEP 1

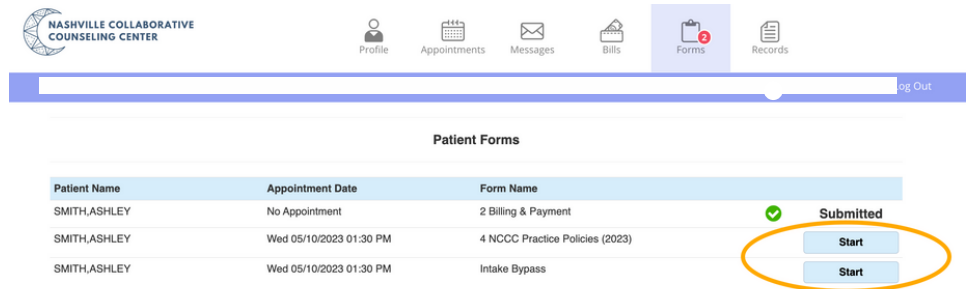
The client, or responsible party, logs in to the portal. The **Client Forms icon** displays with the number of forms to be completed.



The client, or responsible party, clicks the **Client Forms icon** on the home page to review and complete forms.

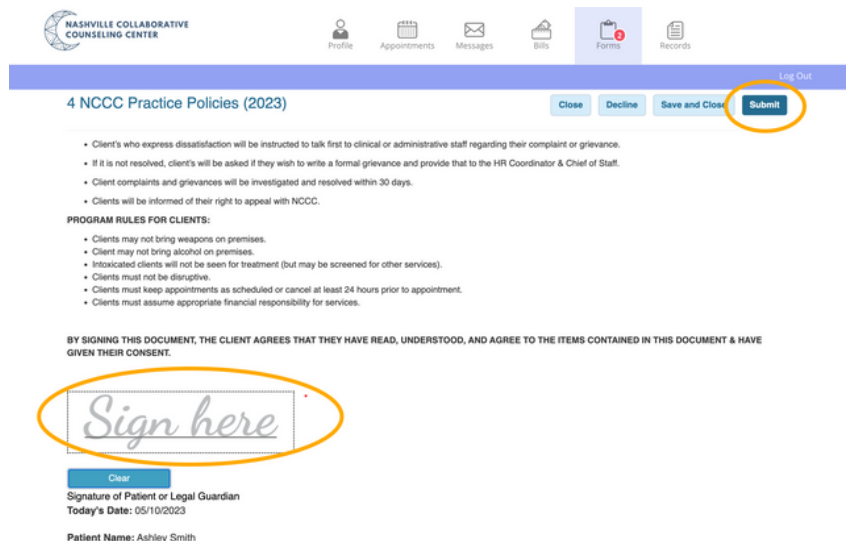
STEP 2

The client, or responsible party, clicks the **Start button** for a form. The form displays.



STEP 4

The client, or responsible party, completes and/or signs the client form and then clicks **SUBMIT**.



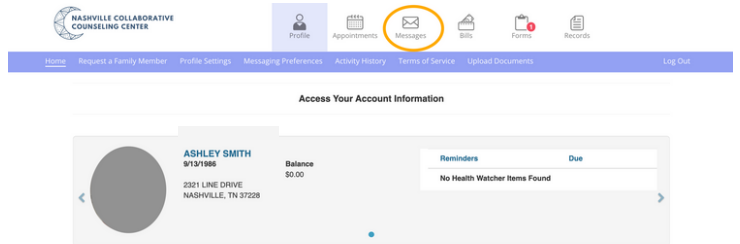
SEND SECURE MESSAGES

Clients or account holders can click the MESSAGES icon to send a secure message to their provider or a specific NCCC department.

Secure Messages are NOT USED for Scheduling, Cancellations, or Appointment Confirmation requests or questions. Please email support@nashvilleccc.com for these requests.

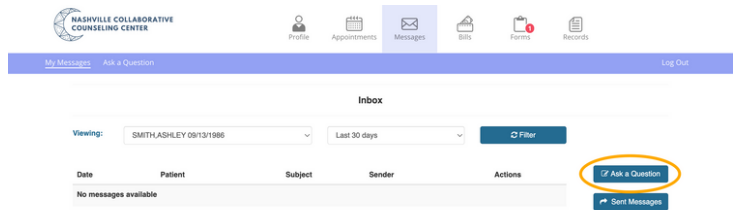
STEP 1

Click the **Messages** icon at the top of your client portal.



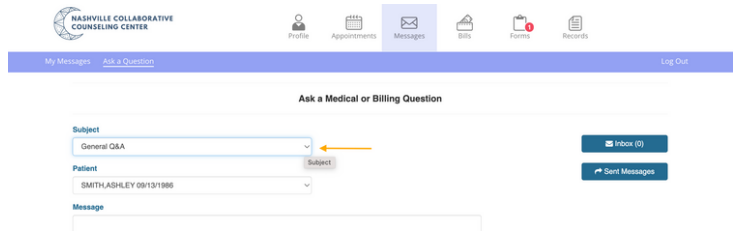
STEP 2

Click the **Ask a Question** button.



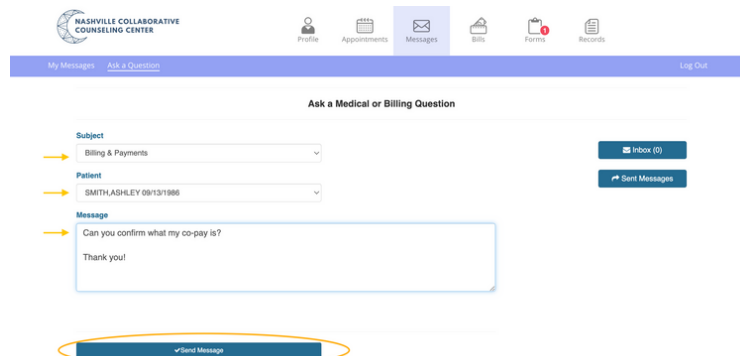
STEP 3

Select the **Subject** that reflects your specific question.

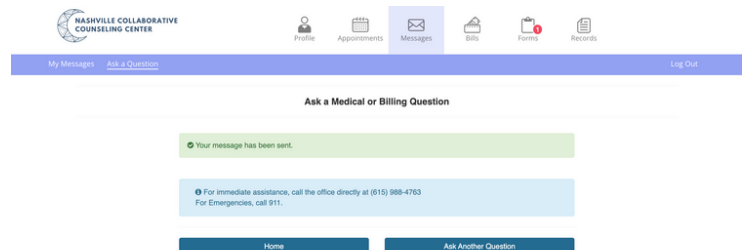


STEP 4

Type in your question and click **Send Message** at the bottom.



A confirmation screen will pop up to confirm your message has been sent!

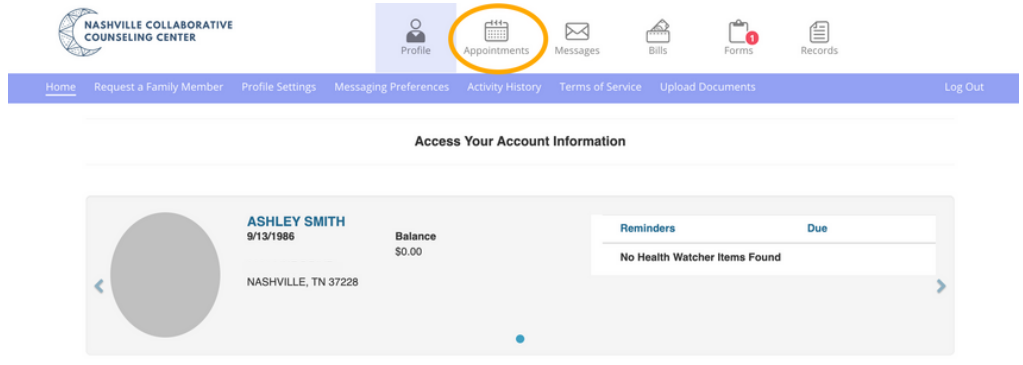


VIEW UPCOMING APPOINTMENTS

You can view upcoming scheduled appointments with your provider in your Client Portal.

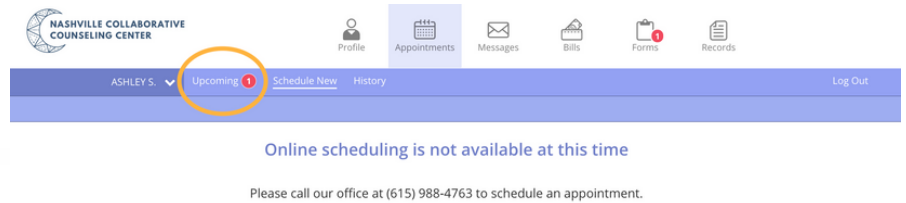
STEP 1

Click the **Appointments** icon at the top of the home screen of your Client Portal.

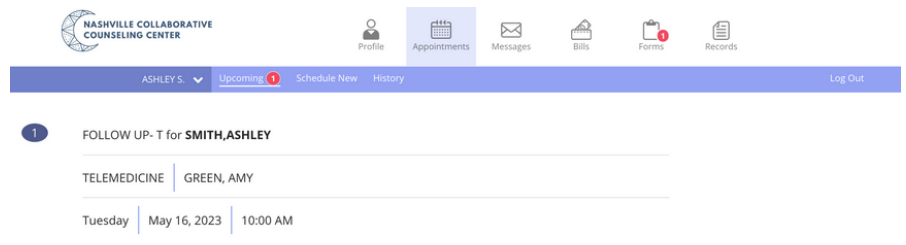


STEP 2

Click **Upcoming Appointments** to access a list of any upcoming appointments you have with your provider.



A list of your upcoming appointments (day, date, and time) will display.



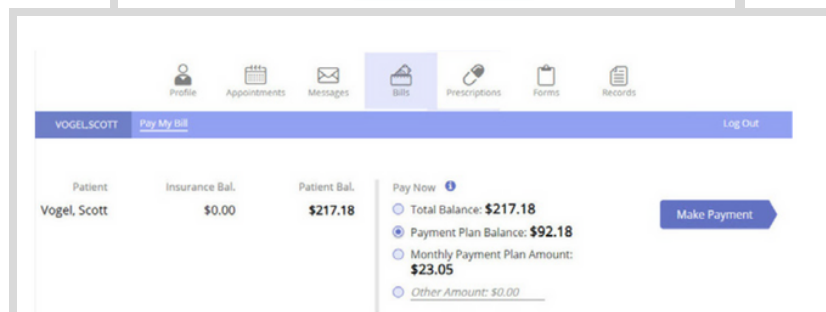
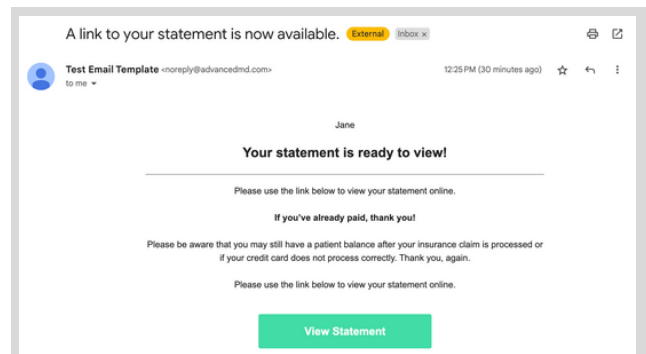
If you need to cancel or reschedule one of your appointments, please proceed with one of the following canceling options:

- email support@nashvilleccc.com or leave a voicemail at (615) 988-4763
- reply NO to the Confirmation Text you will receive from our Virtual Assistant, Holly, asking you to confirm if you will be able to attend your upcoming appointment.

VIEW BILLING STATEMENTS

Please be aware that you may still have a client balance after your insurance claim is processed or if your credit card does not process correctly. If this occurs, you will receive an email notifying you that **Your Statement is Ready to View!**

Sign in to your Client Portal to view your billing statement under the Billing icon.



INSURANCE BENEFITS

Insurance will cover a portion or all of the \$125 session fee, depending on your specific plan. As a courtesy to you, we aim to check your **mental healthcare insurance benefits** and communicate to you from our billing@nashvilleccc.com email address your out-of-pocket cost before your first appointment with your therapist. However, sometimes we're not able to check mental healthcare benefits before your first appointment, so we encourage you to call your insurance company to verify and fully understand your benefits and out-of-pocket commitment. Insurance rates are subject to change and are always considered an estimate until the full determination of benefits from your insurance company is reported to you (this is called the Explanation of Benefits).

We cannot check your benefits or provide you with an out-of-pocket cost per session until we have your completed Billing + Credit Card form fully completed and SUBMITTED in your Client Portal.

We require paperwork and documentation (including payment information, consent forms, card on file, HIPAA, etc.) to be filled out 24 hours in advance of your session.

If we do not receive this paperwork in your Client Portal at last 24 hrs prior to your appointment, our Support Team will email you notifying that your appointment has been canceled and will need to be rescheduled.

APPOINTMENT CONFIRMATIONS + REMINDERS

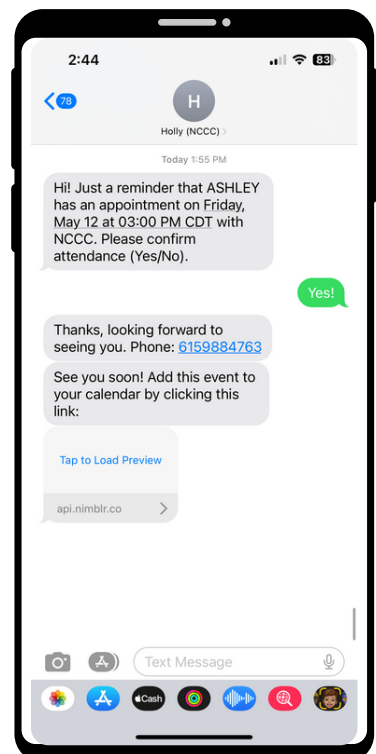
Once you've successfully scheduled an appointment, whether through our support team via support@nashvilleccc.com, your provider, or our Virtual Assistant, Holly, via text, the following appointment confirmations and reminders will be sent.

4 DAYS PRIOR TO APPOINTMENT

Once your appointment has been scheduled, you will receive a **confirmation text** from Holly (our AI Virtual Assistant), four days prior to your appointment, asking you to confirm if you will be able to still attend your scheduled appointment day/time.

*If you reply back with **YES**, you will receive a thank you + the option to add this appointment reminder to your calendar.*

*If you reply back with **NO**, you will receive the option to reschedule your appointment. Holly will send you updated days/times to choose from.*



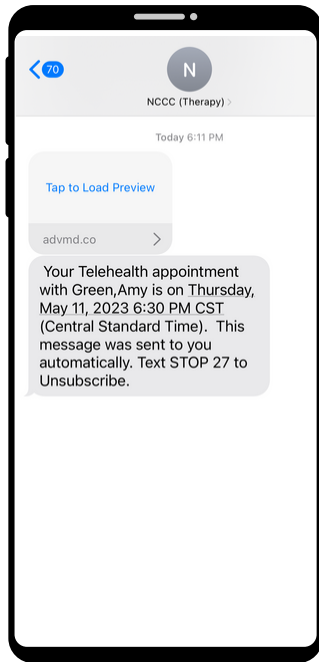
24 HRS BEFORE APPOINTMENT

24 hrs before your appointment, you will receive **one text reminder** and **one email reminder** from NCCC, with your secure telehealth link or in-person details regarding your appointment.

TEXT MESSAGE Telehealth

Tap to Load Preview

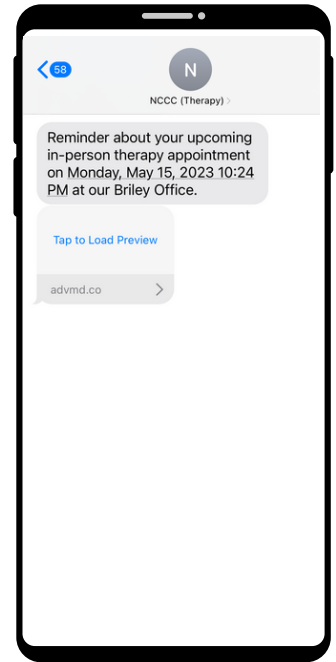
This link will give you access to your telehealth session on the day of your appointment.



TEXT MESSAGE In-Person

Tap to Load Preview

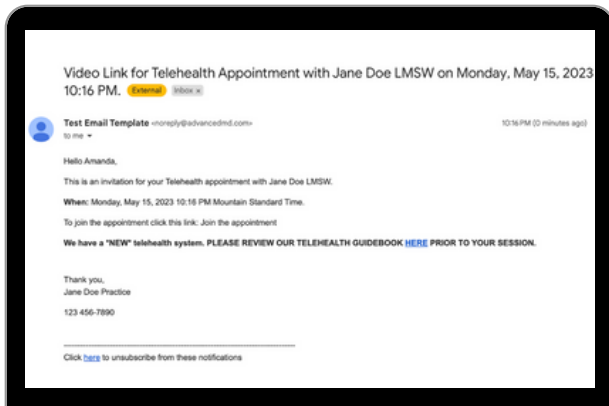
This link will direct you to our website to view our office address, directions, parking, etc.



EMAIL: Telehealth

Click **Join the appointment** link in your email to give you access to your telehealth appointment.

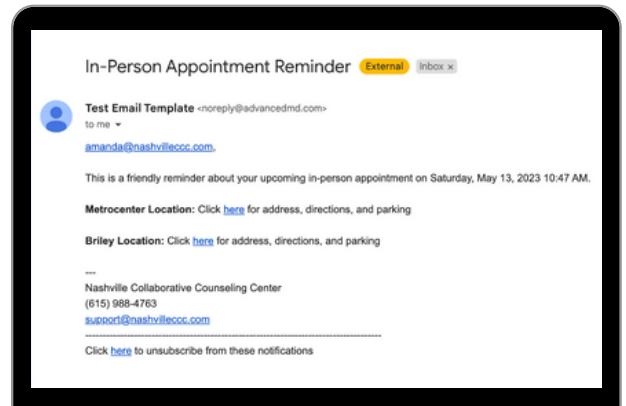
Please review our Telehealth Appointments section in this Client Guidebook (page 13) prior to your first appointment.



EMAIL: In-Person

You will receive an email reminding you of your in-person appointment with links to each office.

Please email support@nashvilleccc.com if you need to confirm which location your appointment is at.



APPOINTMENT CANCELLATIONS

What you need to know about cancellations, rescheduling, and no-shows.

To cancel or reschedule an existing appointment, please utilize one of our cancellation resources below.

OPTION 1: Email support@nashvilleccc.com

- Include first and last name + therapist name
- Our support team will cancel your appointment, which will then trigger our Holly, our AI Virtual Scheduling Assistant, to send you a text with available days/times to reschedule. Reply back to Holly, via text, with the day/time that works for you.

OPTION 2: Respond NO to the confirmation text

- When you receive the confirmation text from Holly, our AI Virtual Assistant, reply with NO. Holly will reply back with the option to reschedule.

LATE CANCELLATION + NO SHOW POLICY

CANCELLATION POLICY

Less than 24 hr notice = \$125 late cancellation fee

We prioritize our clients by holding space for each person we see. When clients cancel an appointment, our clinicians offer that space to other clients who need an appointment in the same week. When clients cancel within 24-hours, other clients miss out on an opportunity to be seen. Therefore, if you would like to cancel/reschedule an appointment, we ask that you do so by emailing support@nashvilleccc.com or by calling us at 615-988-4763 with at least 24-hour notice. **Anyone cancelling/rescheduling an appointment with less than a 24-hour notice will be responsible for our late cancellation fee of \$125.**

***Insurance does not cover late cancellations, so it is your responsibility to pay. We will charge the credit card we have on file for you when a cancellation takes place within 24-hours of the scheduled session.*

NO SHOW POLICY

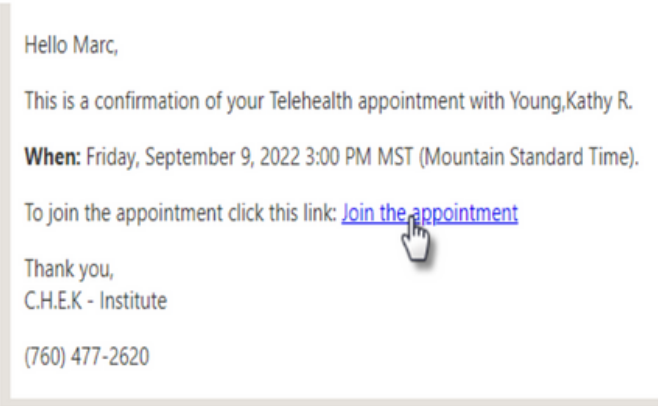
No Show = \$125 no show fee

A “no show” is when the client does not email, speak with an NCCC team member, or leave a voicemail letting their therapist and the office know they are unable to attend their appointment. **No Shows result in a \$125 fee.** Insurance does not cover a no show, so it is your responsibility to pay. We will charge the credit card we have on file for you when a no show takes place.

STEP 1

CLICK OR TAP THE LINK

Open the confirmation email that was sent to you and click or tap the link in your email inbox.



Confirm Patient Identity

Patient's Last Name *
Bern

Birth Date *
04/17/1987

Confirm

STEP 2

VERIFY YOUR IDENTITY

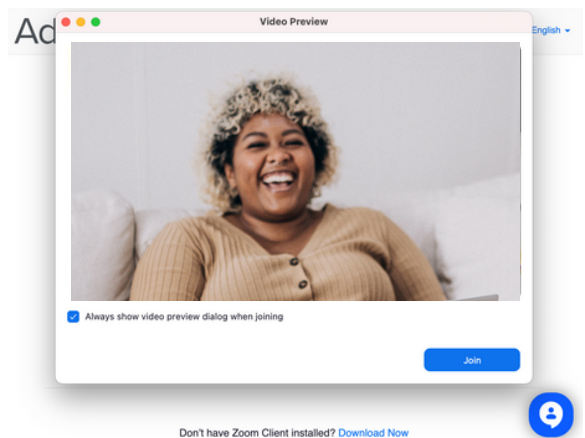
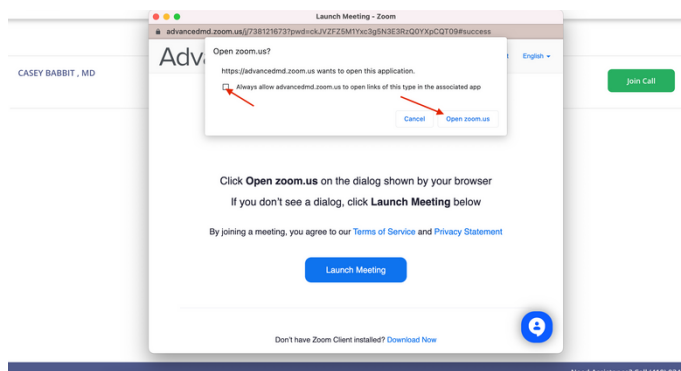
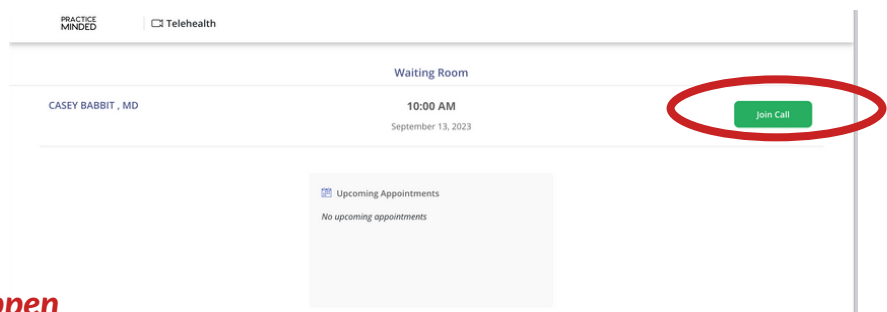
Enter your Last Name and Birth Date then click "Confirm".

If the client is a minor, put in the date of birth for the minor (the identified client) for the session (not the parent/responsible party)

STEP 3

“JOIN THE CALL” TO ENTER YOUR ZOOM/TELEHEALTH APPOINTMENT

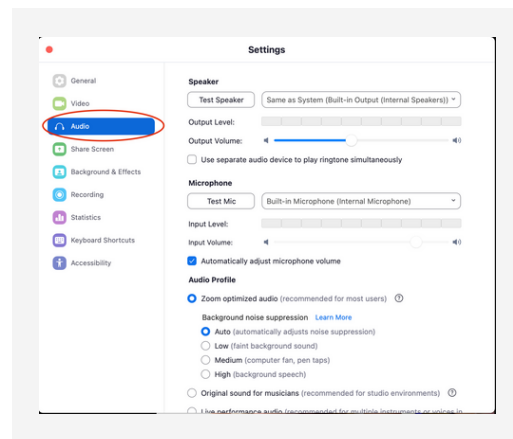
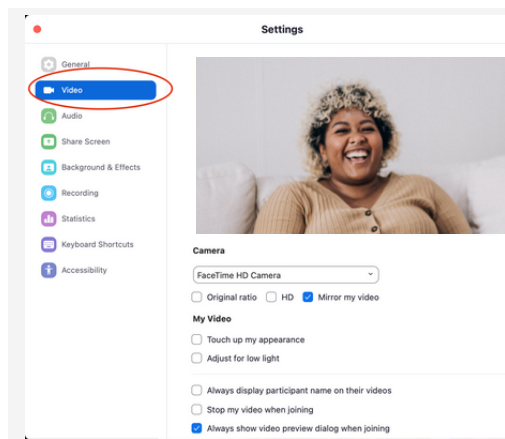
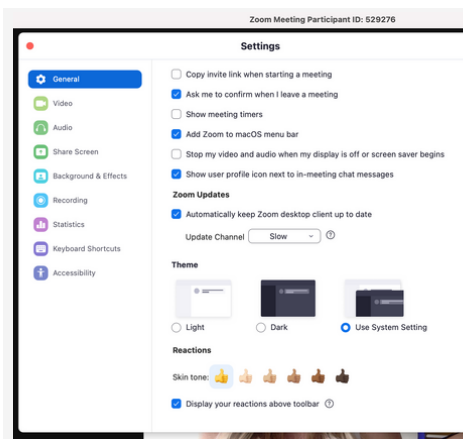
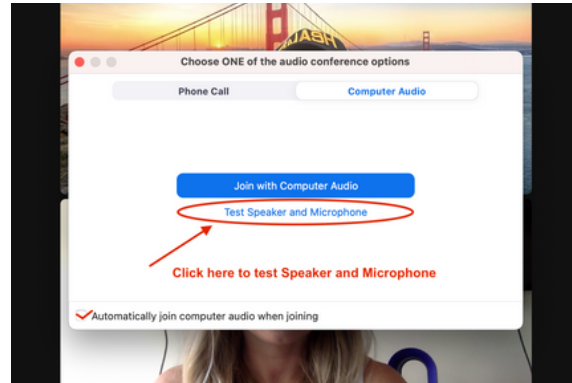
The following pop-ups might happen



STEP 4

CONFIGURE YOUR CAMERA, MIC, AND BACKGROUND IMAGE

Before the session has started you can update your device settings and view



STEP 5

ENJOY YOUR SESSION!



Don't hesitate to email support@nashvilleccc.com with any telehealth questions, concerns, or troubleshoot help.

NCCC has two office locations for our therapists and clients who choose to hold in-person therapy appointments. Please email our support team at support@nashvilleccc.com if you are unsure where your appointment is taking place.



METROCENTER LOCATION

1 Vantage Way
E-130
Nashville, TN 37228

****parking, directions, and office images can be found [here](#)**

BRILEY LOCATION

1161 Murfreesboro Pike
Suite 300
Nashville, TN 37217

****parking, directions, and office images can be found [here](#)**



AFTER HOURS + WEEKEND, IN-PERSON APPOINTMENTS

If you have an in-person appointment scheduled outside normal NCCC office hours (Monday-Friday, 9am-5pm), **the front door will be locked.** Your provider will meet you at the front door at the time of your appointment to let you in.

THANK YOU

Thank you for being a part of our community. Collaboration is at the heart of all we do here at NCCC, and we're grateful we get to work with you. Please don't hesitate to contact us at support@nashvilleccc.com with any questions, ideas, or mental health needs you have along the way.

Healing happens together.

In Gratitude,
Your NCCC Team

