NCCC CLIENT GUIDEBOOK 2023





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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@nashvilleccc.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.nashvilleccc.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@nashvilleccc.com with your first and last name + the name of your provider

SET MESSAGING + REMINDER PREFERENCES 4

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.

Ø	NASHVILLE COLLABORATIVE COUNSELING CENTER		Profile A	ppointments	Messages	Bills Form	Records	
Home	Request a Family Member	Profile Setting Messag	ing Preferences	Activity History	Terms of Service	Upload Documen	ts	Log Out
			Access Y	Your Account	Information			
	,	ASHLEY SMITH 9/13/1986 NASHVILLE, TN 37228	Balance \$0.00	•	Remi No H	nders ealth Watcher Items	Due	>
	Ask a Question Send a message to the office staff for medical or billing questions.	Request Appointments Maka an appointment with one of our providers	Pay My Bill Pay your account balance online using your credit o debit card.	View View your or	w Records w or download rmedical ords.	Patient Form Access your fr and update	1 s orms	

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.

	Profile	Appointments	Messages	Bills	Forms	Records
uest a Family Member	Profile Settin	gs <u>Messagin</u>	g Preferences	Activity History	Terms of Service	Upload Doo
Let u	us know how you	would like to b	e notified, or un	subscribe from all	6	
			🖂 Email	🗷 Text	📞 Voice	
	Appointment	Reminders	\checkmark			
	Patient	Messaging	\checkmark			
	Patie	nt Surveys	\checkmark			
		Other				
	Online S	itatements				
Se	elect a Time Zone			•		
		Sav	re			

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

If you choose to disable text notificaions, you will not recieve 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.

NASHVILLE COLLABORATIVE COUNSELING CENTER	Profile Ap	ppointments	Messages	Bills	Forms	Records		
		Patient Fo	rms					
Patient Name	Appointment Date	For	m Name					
SMITH, ASHLEY	No Appointment	2 B	illing & Payment			\bigcirc	Submitted	
SMITH, ASHLEY	Wed 05/10/2023 01:30 PM	4 N	CCC Practice Poli	cies (2023)			Start	
SMITH, ASHLEY	Wed 05/10/2023 01:30 PM	Inta	ke Bypass				Start	

STEP 4

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

NASHVILLE COLLABORATIVE COUNSELING CENTER	Profile Appointments	Messages	Bills F	orms Record	żs
4 NCCC Practice Policies (2023)			Close	Decline Save a	Log Out
Client's who express dissatisfaction will be instruct	ed to talk first to clinical or administrat	ive staff regarding th	heir complaint or grieva	ince.	
 If it is not resolved, client's will be asked if they wis Client complaints and priorances will be investigated 	h to write a formal grievance and prov	vide that to the HR C	Coordinator & Chief of S	Staff.	
Clients will be informed of their right to appeal with	NCCC.				
PROGRAM RULES FOR CLIENTS:					
Clients may not bring weapons on premises. Client may not bring abcohol on premises. Intoxicated clients will not be seen for treatment (b Clients must not be disruptive. Clients must keep appointments as scheduled or o Clients must assume appropriate financial respont	ut may be screened for other services ancel at least 24 hours prior to appoin sbillty for services.). tment.			
BY SIGNING THIS DOCUMENT, THE CLIENT AGREES GIVEN THEIR CONSENT.	THAT THEY HAVE READ, UNDERS	TOOD, AND AGRE	E TO THE ITEMS CO	NTAINED IN THIS DO	DCUMENT & HAVE
Sign here	\triangleright				

Signature of Patient or Legal Guardian Today's Date: 05/10/2023 Patient Name: Ashley Smith

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	Rassiville Colladorative Convisiling Centra
Click the Messages icon at the top of	Huma Repust a Family Mamber Profile Settings Menaging Preferences. Activity History Terms of Service Lipitoad Documents. Log Dut Access Your Account Information
your client portal.	ASHLEY SMITH PH3/1985 2211 Like DINY MARYNLLE, YN 37228
STEP 2	RESERVILLE COLLANCEATIVE COUNSELLING CONTRE
Click the Ask a Question button.	Mit & Duestion Log Dut Inbox Vewing: SatTH ALSHLEY 05131586 Date Patient Date Patient Bubject Sender Actions C* Able Ouestoor To messagets available ** Ster Messagets
STEP 3	RESUPULLE COLLANGEATIVE COUNSILING CONTRE
Select the Subject that reflects your specific question.	My Message <u>Ak & Overland</u> Log Dut Ask & Medical or Billing Question Subject General QAA Patient Suffr-(ASHLEY Control1086 Message Message
STEP 4	RECOMPELING COLLARDRATIVE Profile Profile Profile Profile Profile Profile Profile Profile Profile Profile Profile
Type in your question and click Send Message at the bottom.	Vet/Vet/set/set/Set/Set/Set/Set/Set/Set/Set/Set/Set/S
A confirmation screen will pop up to	Massivelit collaborative counseling contract Prate Performements Performements
confirm your message has been sent!	Ask a Medical or Billing Question
	O For immediate assistance, call the office directly at (\$15) 588-4753 For Emergencies, call \$11.
	Home Ask Another Question

VIEW UPCOMING APPOINTMENTS

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



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.

BILLING + INSURANCE

Payments, Billing Statements, and Insurance Costs

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.



APPOINTMENT CONFIRMATIONS + REMINDERS, CONT'D.

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 TEXT MESSAGE Telehealth In-Person (70) **(58**) NCCC (Therapy) NCCC (Therapy Reminder about your upcoming in-person therapy appointment on Monday, May 15, 2023 10:24 PM at our Briley Office. Today 6:11 PM *Tap to Load *Tap to Load Preview* Preview* Tap to Load Preview advmd.co > Tap to Load Preview This link will give This link will direct Your Telehealth appointment advmd.co with Green, Amy is on <u>Thursday</u>, May 11, 2023 6:30 PM CST you access to your vou to our website (Central Standard Time). This telehealth session message was sent to you to view our office automatically. Text STOP 27 to on the day of your Unsubscribe address, directions, appointment. 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.

Video Link for Telehealth Appointment with Jane Doe LMSW on N 10:16 PM. (means) Maxx	fonday, May 15, 2023
Test Ernail Template «noreply@advancedmd.com» to me •	10:16 PM (0 minutes ago)
Hello Amanda,	
This is an invitation for your Telehealth appointment with Jane Doe LMSW.	
When: Monday, May 15, 2023 10:16 PM Mountain Standard Time.	
To join the appointment click this link: Join the appointment	
We have a "NEW" telehealth system. PLEASE REVIEW OUR TELEHEALTH GUIDEBOOK HERE PRIOR TO	O YOUR SESSION.
Thank you, Jane Doe Practice	
123 456-7890	
Click here to unsubscribe from these notifications	

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.

In-Person Appointment Reminder (Extensi) Index x
Test Email Template <noreply@advancedmd.com- to me</noreply@advancedmd.com-
amanda@nashvilleccc.com.
This is a friendly reminder about your upcoming in-person appointment on Saturday, May 13, 2023 10:47 AM.
Metrocenter Location: Click here for address, directions, and parking
Briley Location: Click here for address, directions, and parking
Nashville Collaborative Counseling Center
(615) 988-4763
support@nashvilleccc.com
Click here to unsubscribe from these notifications

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.

TELEHEALTH APPOINTMENTS



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.

Hello Marc,

This is a confirmation of your Telehealth appointment with Young,Kathy R.

When: Friday, September 9, 2022 3:00 PM MST (Mountain Standard Time).

To join the appointment click this link: Join the appointment

Thank you, C.H.E.K - Institute

(760) 477-2620



Patient's Last Nar Bern	ne *
Birth Date * 04/17/1987	Ē
Confirm	1

PRACTICE

CASEY BABBIT . MD

CI Telehealth

STEP 2

VERIFY YOUR IDENTITY

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

Waiting Room

10:00 AM

Sentember 13, 2023

ing annoint

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





TELEHEALTH APPOINTMENTS, CONT'D.

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!



Zoom Meeting

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



IN-PERSON APPOINTMENTS

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 <u>here</u>

BRILEY LOCATION

1161 Murfreesboro Pike Suite 300 Nashville, TN 37217

**parking, directions, and office images can be found <u>here</u>



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



