



## Same Day Access

Our goal is to serve our residents as soon as there is a need. The Department of Behavioral Healthcare Services (PDBHS) will be accepting new consumers on a *walk-in basis* Monday through Thursday from 8:30 a.m. to 2:30 p.m. During these hours, residents with behavioral health needs will be able to enroll in services and be seen for a mental health screening and evaluation on the same day.

The initiatives for Same Day Access are designed to provide the tools and resources to make access to care more timely, address revenue losses due to no-show appointments and to institute performance improvement measures across the board. Offering same day access avoids revenue loss and allows clinical staff to spend more time engaging consumers in treatment.

This process will also demand closer supervision of consumers, services and staff to meet expectations. We need your assistance to make this process effective. Bringing the following information and documents will increase our ability to meet your needs:

*Failure to submit the identified information will lead to a delay in our ability to serve you.*

- **Photo identification** (Examples: DMV, Government, school or work issued ID)
- **Verification of Income** (Examples: Last 2 pay stubs (consumer and spouse), disability award letter, W6 (WAGE INQUIRY), Self-employed(notarized statement)
- **Verification of Residence** (Examples: Utility bill, mail received within current month, and/or probation referral form)
- **Verification of Social Security Number** (Examples: Social Security card, or other proof of Social Security number)
- **Verification of Health Insurance** (Examples: Copy of current insurance card, or name/telephone number of health insurance company)
- **Verification of Family Unit Size/Number of Dependents** (Examples: separation, divorce, or custody papers, health insurance card(s))
- **Payment (Cash or Money Order)** - Intake is **\$135 a minimum deposit of \$33.75 due at initial visit.**

Residents who do not have insurance will be offered a sliding-fee-scale based on their family size and income. **Unemployed and uninsured residences must bring a W-6 Form** from the Virginia Employment Commission. Attached to this letter is a copy of the sliding-fee-scale and a question and answer guide. If you have any questions, please contact Central Intake at **757-393-5357**.

In the past, we have explored and implemented means to accomplish this goal. Currently, we have explored a best practice process that is proven to reduce long wait times.

*Serving the Portsmouth Family,*

M. Elaine Breathwaite, M.Ed., CSAC, QMHP, QSAP  
Director

Portsmouth Department of Behavioral Healthcare Services  
1811 King Street, Portsmouth, VA 23704

*Your participation with the following, will impact time and implementation of services.*

**Question:** What is same day access?

**Answer:** *Instead of scheduling an intake in advance, you may walk in without an appointment and receive same-day registration and a clinical assessment.*

**Question:** What happens when I walk in?

**Answer:** *The intake process begins and may take up to 2 ½ hours. You can walk in Monday through Thursday, 8:30 a.m.–2:30 p.m.*

**Question:** Where do I walk in?

**Answer:** *Portsmouth Department of Behavioral Healthcare Services  
1811 King Street ● Portsmouth, VA 23704 ● 757-393-8618*

**Question:** How much does it cost?

**Answer:** *The cost for an intake assessment is \$135 dollars. If you have insurance, you will be responsible for paying the co-payment required by your insurance company, and we will bill your insurance company for the balance. Our cost remains the same in an effort to assist residents with payment.*

**Question:** What if I don't have insurance?

**Answer:** *If you do not have insurance and you live in Portsmouth, you may be eligible for a sliding fee-scale based on your income and family size. We will put forth our best effort to ensure that the cost is as affordable as possible.*

**Question:** Do I need to bring anything?

**Answer:** *Yes. Please bring the documents listed below. We will not be able to complete the intake process if you do not have all of the required documents with you at the time you walk in.*

- **Photo identification:** Examples: DMV issued driver's license, Government issued ID, learner's permit. (If you do not have either of the IDs listed, we will accept another ID such as a school or work picture ID.)
- **Verification of Income:** Examples: Last two pay stubs (consumer and spouse), disability award letter, W6(WAGE INQUIRY), Self-employed (notarized statement) \*

- **Verification of Residence:** Examples: Utility bill, mail received within current month, and/or probation referral form
- **Verification of Social Security Number:** Examples: Social Security card, or other proof of Social Security number
- **Verification of Health Insurance:** Examples: Copy of current insurance card, or name/telephone number of health insurance company
- **Verification of Family Unit Size/ Number of Dependents:** Examples: separation, divorce, or custody papers (or name/ phone numbers of attorney), health insurance card(s)
- **Your Payment:** Payments is due at the time of the same day service. If you have insurance, you will have to pay your full copayment. If you do not have insurance and you are a Portsmouth resident, then you may be eligible for a sliding fee based on your income and family size. We accept cash and money orders.

**We need your assistance to make this process a success.**

**PORTSMOUTH DEPARTMENT OF BEHAVIORAL HEALTHCARE SERVICES SLIDING  
FEE SCALE**

SERVICE TYPE	CHARGES	6%	8%	10%	15%	20%	25%	30%	50%	75%	100%
INTAKE EVALUATION	\$135.00	\$8.10	\$10.80	\$13.50	\$20.25	\$27.00	\$33.75	\$40.50	\$ 67.50	\$101.25	\$135.00
PSYCHIATRIC EVALUATION	\$135.00	\$ 8.10	\$10.80	\$13.50	\$20.25	\$27.00	\$33.75	\$40.50	\$ 67.50	\$101.25	\$135.00
MH ANNUAL EVALUATION	\$135.00	\$ 8.10	\$10.80	\$13.50	\$20.25	\$27.00	\$33.75	\$40.50	\$ 67.50	\$101.25	\$135.00
MEDICATION MANAGEMENT WITH PHYSICIAN	\$ 50.00	\$ 3.00	\$ 4.00	\$ 5.00	\$ 7.50	\$10.00	\$12.50	\$15.00	\$ 25.00	\$ 37.50	\$ 50.00
COUNSELING INDIVIDUAL SA/MH	\$ 90.00	\$ 5.40	\$ 7.20	\$ 9.00	\$13.50	\$18.00	\$22.50	\$27.00	\$ 45.00	\$ 67.50	\$ 90.00
MH CASE MANAGEMENT (CAP APPLIED MONTHLY)	\$326.50	\$14.58	\$19.44	\$24.30	\$37.50	\$50.00	\$62.50	\$75.00	\$125.00	\$187.50	\$326.50
SA CASE MANAGEMENT (CAP APPLIED MONTHLY)	\$243.00	\$15.00	\$20.00	\$25.00	\$36.45	\$48.60	\$60.75	\$72.90	\$121.50	\$182.50	\$243.00
SA/MH GROUP THERAPY	\$ 15.00	\$ 1.00	\$ 1.20	\$ 1.50	\$ 2.25	\$ 3.00	\$ 3.75	\$ 4.50	\$ 7.50	\$ 11.25	\$ 15.00
ID CASE MANAGEMENT (CAP APPLIED MONTHLY)	\$326.50	\$15.00	\$20.00	\$25.00	\$37.50	\$50.00	\$62.50	\$75.00	\$125.00	\$187.50	\$250.00