



Practice Policies & Patient Care Guidelines

Office Hours

Services are provided by appointment only. Jumirean Mental Health Group LLC does not provide 24/7 phone, text, portal, or email monitoring.

Emergency Disclaimer

Jumirean Mental Health Group LLC is not an emergency or crisis service. If you are experiencing a medical or psychiatric emergency, suicidal thoughts, homicidal thoughts, severe medication reaction, or immediate safety concern, please call 911, go to the nearest emergency room, or call/text 988 for crisis support.

Insurance & Billing

Billing and insurance processing are completed through the Headway platform. Jumirean Mental Health Group LLC accepts commercial/private insurance plans only. Services rendered are subject to insurance eligibility, benefits verification, prior authorization requirements, medical necessity determinations, and insurance approval. Self-pay services are accepted and payments are made via Zelle.

Appointments & Follow-Up Care

Treatment requires regular follow-up appointments for safe prescribing, monitoring of symptoms, medication effectiveness, side effects, and overall clinical progress. New patients or patients with active clinical concerns may initially be seen weekly or bi-weekly until care is established. Follow-up appointments are generally scheduled every 30 days. Once clinically stable, patients are typically seen every 60 days, based on provider clinical judgment.

Medication Refills

Medication refills require active treatment and timely follow-up. Patients should request refills at least 3 business days before running out of medication. Medications are generally prescribed in 30-day supplies and are issued based on provider clinical judgment, not insurance company requirements or requests. Refills may not be provided if a patient has not been seen within the clinically appropriate timeframe.

Controlled Substance Policy

Patients prescribed controlled substances are required to comply with all treatment recommendations, monitoring requirements, urine drug screening requests, pill counts, prescription monitoring reviews, and follow-up appointments. No controlled substance medications will be prescribed without an appointment. Failure to comply with controlled substance policies, refusal of requested monitoring, evidence of medication misuse/diversion, repeated missed appointments, or violation of the treatment agreement may result in immediate discontinuation of controlled substance prescribing and/or discharge from the practice at the provider's clinical discretion.

Communication Between Sessions

Text, email, and portal messaging should be used only for brief, non-urgent administrative matters. Medication changes, worsening symptoms, safety concerns, or complex clinical issues require a scheduled appointment.

Cancellations & No-Shows

Patients are required to provide at least one (1) business day notice for cancellations or rescheduling requests. Failure to provide appropriate notice, late cancellations, missed appointments, or no-show visits may result in the full applicable cancellation or no-show fee being charged to the patient's payment method on file. Repeated missed appointments or excessive cancellations may result in discharge from the practice at the provider's discretion.

Inactive Patients & Discharge

Patients who have not attended an appointment or maintained communication with the practice for 60 days may be considered inactive and may be discharged from the practice at the provider's discretion. Re-establishment of care may require a new patient evaluation based on availability and clinical appropriateness.

Practice Limitations

Jumirean Mental Health Group LLC does not provide emergency care, after-hours crisis management, disability evaluations, forensic evaluations, custody evaluations, emotional support animal letters, medical marijuana certifications, ketamine treatment, psychedelic treatment, or treatment requiring a higher level of care.

Faith-Based Care

Jumirean Mental Health Group LLC is a Christian faith-centered practice. Faith may be incorporated into care when requested or clinically appropriate; however, faith-based support is never forced or imposed.

Website Notice

Information on this website is for general educational purposes only and does not establish a provider-patient relationship. A provider-patient relationship is established only after a completed clinical evaluation and mutual agreement to proceed with treatment.

Patient/Guardian Signature

Date
