



Same Day Access

The Department of Behavioral Healthcare Services (PDBHS) accepts 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 timelier, address revenue losses due to no-show appointments, and institute performance improvement measures across the board. Same Day Access allows clinical staff to spend more time engaging consumers in treatment.

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 may 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's and spouse's), disability award letter, W6 (Wage Inquiry), Self-employed (notarized statement*)
- **Verification of Residence** - examples: utility bill, mail received within the 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 the 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 **\$135.00 a minimum deposit of \$33.75 due at the 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 residents must bring a W-6 Form from the Virginia Employment Commission.** Attached to this letter are a copy of the sliding-fee scale and a question-and-answer guide. If you have any questions, please contact Same Day Access at 757-393-5357

Cordially,


Nathan Woodard, MA, CSAC, QMHP A/C
Director

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

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: *You will receive a clinical and financial assessment. The intake process may take up to 2.5 hours.*

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. 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 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 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's and spouse's), disability award letter, W6 (Wage Inquiry), self-employed (notarized statement*)

- **Verification of Residence:** Examples: utility bill, mail received within the 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 the 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 are due at the time services are rendered. If you have insurance, you will have to pay your full copayment. If you do not have insurance and are a Portsmouth resident, you may be eligible for a sliding fee based on your income and family size. We accept cash and money orders.