

# Wellness Recovery Center (WRC)

What you should know prior to admission.

- 1) Please bring:
  - a. Two weeks supply of all medications you are prescribed
  - b. Up-to-date insurance card
  - c. Pharmacy card (if applicable)
- 2) Medications **must** be in pharmacy-labelled bottles. Please do not bring more than of 30 days of any medications, as the WRC has limited storage space.
- 3) Please do **not** bring:
  - a. Medications for which you do not have a prescription
  - b. Alcohol-based toiletries (i.e. alcohol is one of first three ingredients)
  - c. Hair dyes
  - d. Lighters, matches, candles, etc.
  - e. Cigarettes, alcohol, vaping devices, or illegal substances
  - f. Knives or weapons
- 4) All supplements and non-FDA approved medications must be approved by the WRC doctor on arrival. You can call the WRC ahead of time to speak to a nurse about any concerns.
- 5) Please **reschedule** any appointments you have with providers in the community (i.e. doctors, outpatient therapy, physical therapy, etc.). The Wellness Recovery Center has limited ability to accommodate outside appointment requests.
- 6) If you have dietary restrictions (i.e. vegetarian, vegan, dairy-free, gluten-free, allergies, etc.), please call the Wellness Recovery Center at (434) 972-1876 and ask to speak to nursing ahead of time so that we can accommodate your dietary needs. If you have a severely restricted and/or medically indicated diet, please also call ahead of your admission – in these limited circumstances we do at times allow residents to bring in their own sealed food.
- 7) **IMPORTANT:** Communicate any changes in your intent or ability to admit to the WRC at the time specified. Please call Region Ten Emergency Services at (434) 972-1800 with any updates if you are a Region Ten consumer. This allows us to contact the next person who may be waiting to admit to the program.
- 8) Valuable belongings like laptops, tablets, and/or cell phones will be placed in a storage locker during your stay. Belongings that could potentially harbor insects (like bedding, pillows, clothing, luggage, etc.) will be placed in our “heat tent” for approximately one hour at the time of admission. The temperature is high enough to eliminate insects, but not high enough to damage belongings.

## Payment & Insurance

- 1) Please call **your insurance carrier** prior to admitting to see what they will cover. If they ask what service you will be going to, we typically use the phrase “short-term residential mental health treatment” to describe our program. Your insurance carrier may opt to cover none, some, or all of your stay. Please remember that many insurance carriers will not cover medical expenses until your deductible is satisfied. Some insurance carriers require a co-pay. Region Ten cannot reduce any payment owed to your insurance carrier. All clients are responsible for their own co-payment costs and any applicable deductibles.
- 2) The Wellness Recovery Center has pre-existing relationships with **Virginia Anthem** and all local **Medicaid** carriers. Our case managers and clinicians will seek authorization for services once you have been admitted. All clients are responsible for their own co-payment costs and any applicable deductibles. Call your insurance carrier to learn more.
- 3) **Medicare** does not pay for services at the Wellness Recovery Center. We suggest that you use the self-pay sliding scale if you have Medicare.
- 4) **Self-Pay & Sliding Scale:** If you do not have insurance, or opt not to use what you have, Region Ten will use a sliding payment scale based on your monthly income. The sliding scale is designed to accommodate all members of the community, regardless of financial status. Our Fiscal Department will ask for proof of your current income, like a pay stub, bank statement, or letter from your employer, to see where you are on the scale. Monthly payment plans are available to support and accommodate an individual’s ability to pay.
- 5) **New policy, to go into effect 2020:** At Wellness Recovery Center, we keep several over-the-counter (OTC) medications on hand, including melatonin, ibuprofen, nicotine patches, etc. These will be itemized and charged to your account at cost. You may opt to bring your own unopened containers of OTC medications to use “as needed” and according to the instructions on the bottle – these medications will not be charged.