

Patient FAQs

Why are we changing our name?

We have come together to move forward as Mindpath Health enabling us to expand and amplify our shared voice and vision. Our patients, clinicians, and team are at the heart of what we do. We are putting our stake in the ground to reshape behavioral healthcare. As Mindpath Health, we have combined our expertise and our relentless pursuit to provide more access to care. Our new brand is a culmination of our aligned missions, collective successes to improve outcomes, drive for growth and passion for supporting our patients and uplifting communities.

Who is coming together?

All practices in the Community Psychiatry and MindPath Care Centers family are becoming Mindpath Health. To learn more about the practices who are becoming Mindpath Health please click the link below.

- [Community Psychiatry](#)
- [MindPath Care Centers](#)
- [Changes Counseling Center](#)
- [Greenville Psychiatric Associates](#)

Will my insurance still be accepted?

Yes. There will be no change in insurances we accept or providers currently our in-network.

Will I still be able to see my current provider(s)?

Yes, you are still able to see your current provider.

How do I schedule appointments now?

There is no change to scheduling at this time. You can schedule the same way that you always have.

Do I need to fill out new paperwork?

No. New paperwork is not required at this time.

Is there a change in any fees?

No. Not at this time.

Will my provider still have access to my records?

Yes. The systems that each group practice uses are still in effect and protected medical records will still be accessible for you and your provider(s).

Whom do I make payments to now?

You can continue to make payments as you always have. If this system changes you will be notified.



Will my telehealth visits change?

No. You will continue to use the current system that you have been using with your provider. If there is a change in the future you will be notified.

If I have a balance due on my account, do I still owe it?

Yes. You are still responsible for balances due.

When I call my insurance company, how should I reference the company and my provider?

You should state your provider's name and the office location. Your insurance company is aware of our name change and it may take some time for their system to update.

Will my statements reference the new company or old company name?

Both names will appear on statements for the first 90 days, after that only the new company name will be listed.

More Questions?

We understand that we might not have answered all of your questions. Please feel free to reach out to your provider's office with any additional questions or concerns.

