

Our Services

Mental Health Outpatient services are provided to individuals who are experiencing mental health symptoms, substance use behaviors, and those with a co-occurring disorder. These strength focused, recovery oriented services target evaluating and treating the effects of mental health symptoms that impair an individual's ability to function. Individually designed, the goal of these services is to empower individuals in their recovery through short term, evidence-based approaches.

Services are delivered in one of our two community clinics. Insurance is accepted. Individuals without insurance are assessed on their ability to pay through a sliding fee scale. Payment is required at the time services are rendered. Services include:

- Diagnostic Evaluation
- Treatment Planning
- Individual, Group, and Family Counseling
- Psychiatric Evaluation and Medication Management
- Acudetox Treatment

How Do I Begin Services?

To begin services at either of our outpatient clinics, you can walk in during our Rapid Access time slots and request a service "intake."

Times are as follows:

Culpeper Location:

Medicaid, Private Insurance, or No Insurance
Tuesday thru Friday 8:30 a.m. – 11:00 a.m.
Medicare Insurance
Wednesdays 8:30 a.m. – 11:00 a.m.

Fauquier Location:

Medicaid, Medicare, Private Insurance, or No Insurance
Tuesday thru Friday 8:30 a.m. – 11:00 a.m.

*Individuals aged 7-17 must be accompanied by parent or legal guardian for appointment

*Times and dates subject to change in the future. Please call ahead to verify.

Fauquier Clinic
12 N. Hill Drive
Warrenton, VA 20186
(540) 347-7620

Rapid Access Intakes
*Medicaid, Private Insurance,
Medicare, or No Insurance*
Tuesday thru Friday
8:30 a.m. – 11:00 a.m.

Culpeper Clinic
650 Laurel Street
Culpeper, VA 22701
(540) 825-5656 X3

Rapid Access Intakes
*Medicaid, Private Insurance, or No
Insurance*
Tuesday thru Friday
8:30 a.m. – 11:00 a.m.
Medicare
Wednesday & Thursday
8:30 a.m. – 11:00 a.m.

Rappahannock Rapidan Community Services

Mental Health and Substance Use Outpatient Services Rapid Access



Rapid Access FAQs

What is Rapid Access?

Rapid Access, also known as same day or open access, is a process which focuses on improving access for individuals seeking mental health and substance use outpatient services. Instead of scheduling individuals for an intake, individuals are encouraged to attend our clinic during set open access times, sometimes as soon as the next business day.

Who Qualifies for Rapid Access?

Individuals aged 7 and older who are seeking mental health or substance use outpatient services are encouraged to attend during our identified times for Rapid Access Intakes.

What Do You Need to Bring for Rapid Access?

Please bring a photo ID and list of current medications and medication prescribers (if any). If you have insurance, please bring your insurance card and insurance copay. If you are uninsured and would like to participate in our sliding scale program, please bring income verification (ie., pay stubs, wage and earnings statement, unemployment qualification, SSI/SSDI, food stamps, etc.) and fee based on sliding scale assessment. For questions regarding income requirements, call the Clinic locations on the back of this brochure.

How Long Does a Rapid Access Appointment Take?

Rapid Access Intakes include a Clinical Intake as well as completion of several service forms. As such, the average time of these appointments is between 1 ½ to 2 hours.

What Is the Cost for a Rapid Access Appointment?

Contact your insurance provider to determine your insurance coverage for mental health or substance abuse services. You will need to pay your copay at the time of services. For those without insurance, a sliding scale application can be completed at the time of intake to determine a fee based on your financial status. You will need to pay this at the time of appointment. Those unable to provide this information at the time of intake will be assessed a full fee for this service.

Do I Need to Call Ahead for Rapid Access?

No. Rapid access appointments are “walk in appointments.” It is, however, a good deal to call the day ahead to verify times for rapid access as these could change based on clinic closings.

Does the Sliding Scale Apply to All Services?

No. Some services such as substance use services and drug screens are based on a flat fee and are not eligible for reductions based on financial status.

General FAQs

What Insurance is Accepted?

Rappahannock Rapidan Community Services accepts most major insurance providers. If you have any questions regarding insurance coverage, you can call your insurance company at the number provided on the back of your insurance card.

When is Payment Due?

Payment for outpatient mental health or substance use services is due at the time of your appointment. Failure to pay at the time of services will require that your service be rescheduled and will be considered a “no show.”

Will My Intake Clinician Be My Ongoing Clinician?

Because many factors, including insurance coverage, scheduling, type of treatment, and clinician’s expertise, are taken into account when assigning a clinician, your intake clinician may or may not be your assigned clinician. You should know at the end of your intake, however, which clinician you will be assigned to.

How Long Does Therapy Last?

Therapy services are tailored based on medical need. To determine the duration and frequency of services to meet your needs, several factors are considered. Your clinician will discuss the recommended duration of services with you during your initial treatment sessions.

What If I Don’t Like My Therapist?

We understand that various factors may contribute to dissatisfaction in services. In the event that you are dissatisfied with your therapist or services, we encourage you to discuss this with the therapist to determine if your concerns can be addressed. In the event that you are unable to work with your therapist, you can contact the clinic manager and request for your case to be reassigned.

Can I Get Medications from RRCS?

While we do have limited psychiatric prescribers on our staff, **medication management is not a stand-alone service**, therefore, individuals must engage in therapy until the clinician and medication provider determine that you meet criteria to be seen independent of another service or referred to an outside primary care provider.

No Show Policy

Our goal is to provide quality and timely services to support individuals in reaching their recovery goals. When individuals fail to show for an appointment or do not provide 24 hours advanced notice of their need to cancel, we are unable to offer those appointments to others working on their recovery. To help us better meet the needs of all individuals receiving outpatient services through our agency, we must, therefore, limit the number of missed appointments^{1,2} to no more than two outpatient services in a 180 day period.

We understand that situations may arise that keep you from attending an appointment. If there is some reason that you are unable to attend an appointment, please contact our front desk staff at least 24 hours prior to your appointment, so that they can help you explore potential solutions (such as rescheduling your appointment or helping you find additional resources).

After a missed appointment, our staff will send you a letter to inform you of your missed appointment.

- *If you miss your therapy appointment, you will be unable to meet with your medication provider until you have scheduled and attended an appointment with your therapist.*
- *If you miss an appointment with your prescriber, you will not be able to receive medication refills without being seen in person*
- *If you fail to reschedule within 10 days of the missed appointment, we reserve the right to close your case.*
- *If you miss three outpatient or medical appointments within a 180 day period, we reserve the right to close your case.*

¹Please note that a missed appointment is defined as

- Missed without notifying the front desk staff
- Cancelled with less than 24 hours’ notice to the front desk staff
- Arrived without your proper payment

²All scheduling must go through the front desk staff