



Healthy Children. Stronger Families.

**2400 NE 95<sup>th</sup> St • Seattle, WA 98115**  
**Tel: 206-525-5050 • Fax: 206-525-9795**  
www.ryther.org

## Ryther's FAQ:

[Q: Where are Ryther's locations?](#)

[Q: Do I need a referral to receive services from Ryther?](#)

[Q: What are the payment options?](#)

[Q: Does Ryther offer group services?](#)

[Q: What should I bring to the first appointment and what should I expect?](#)

[Q: How long are sessions?](#)

[Q: As a current client, how do I access other services at Ryther?](#)

[Q: What is Ryther's refill policy on medication?](#)

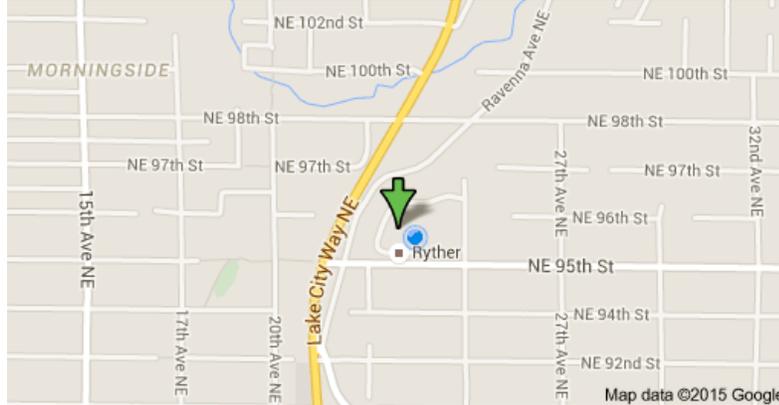
[Q: What is Ryther's cancellation policy?](#)

[Q: Why does Ryther need to keep a credit card on file?](#)

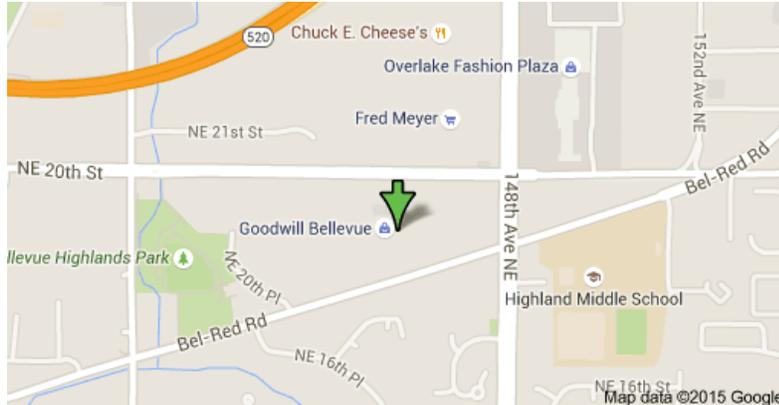
[Q: What do I do if I've changed my insurance?](#)

**Q: Where are Ryther's locations?**

A: Seattle: 2400 NE 95<sup>th</sup> St. Seattle, WA 98115



Bellevue: 14715 Bel-Red Rd, Bldg G, Bellevue, WA 98007. The complex is called Forest Office Park complex and our office is located in Suite 100



Mukilteo: 315 Lincoln Ave. Suite C1, Mukilteo, WA, 98275



**Q: Do I need a referral to receive services at Ryther?**

A: No, you do not need a referral to receive outpatient services at Ryther, but a referral will be helpful for clients seeking Subacute Care (SAC) residential treatment.

**Q: What are the payment options?**

A: Here at Ryther, we like to offer an array of payment options to meet your financial needs. You have the option of having Ryther bill your insurance company if Ryther is an in-network provider, you may choose to pay out-of-pocket in which case we offer a sliding fee scale for those who qualify, or for

children who are insured through state Medicaid we can accept their plan as long as it's through King County.

**Q: Does Ryther offer group services?**

A: Yes, Ryther offers a variety of group therapy services throughout the year. These include Dialectical Behavior Therapy skill groups (DBT), Social Skills, Caregiver Support, and Art therapy. Please call the Intake Coordinator at (206)517-0234 to see which groups Ryther is currently offering.

Ryther's Aspiring Youth Program runs year round and intakes are done through Ben Wahl at (206)517-0241.

**Q: What should I bring to the first appointment and what should I expect?**

A: Your first appointment with a Ryther provider is a chance for the provider to get to know you and your family and formulate a plan for what you want to work on. The provider will ask questions about your child's developmental history, support system, stressors and strengths. It is helpful to bring copies of IEPs, any mental health assessments, and a copy of a parenting plan if applicable. Depending on the age of your child – families may need to plan for part of the sessions to be with adults meeting with the provider without the child present. Our front desk staff is able to provide minimal supervision to children so families may want to bring someone to watch the child(ren) and to keep them occupied. Remember that your first appointment is also a chance for you to get to know the provider, their experience, and make sure they are a fit for you!

**Q: How long are sessions?**

A: The length of session depends on the type of service provided.  
*For individual therapy*, the initial appointment is 90 minutes long and follow-ups are 50 minutes.  
*For psychiatry*, the initial appointment is also 90 minutes long, but follow-ups range from 30 minutes to 60 minutes.  
*For a chemical dependency assessment*, the appointment is 2 hours long including the urinalysis test.  
Finally, *for psychological testing*, the initial screen is 60 minutes long with follow-ups varying in time based on the psychometrist's schedule.

**Q: As a current client, how do I access other services at Ryther?**

A: As a current client, your Ryther provider must submit an internal referral recommendation in order to receive services from another program at Ryther.

**Q: What is Ryther's refill policy on medication?**

A: If you need a medication refill, please call Ryther's refill hotline at (206) 985-5835. Please allow 24-48 hours for the order to process. Please note that Ryther does not do medication refills on Fridays, as there are not psychiatrists on staff that day. If the refill is for a controlled substance prescription, the refill may only be picked up at the Seattle main campus location.

**Q: What is Ryther's cancellation policy?**

A: For therapy, please cancel within 24 hours of your scheduled appointment. You may be charged for services if there is not a 24 hour advanced notice.  
For psychiatry, please cancel within 48 hours of your scheduled appointment. You may be charged for services if there is not a 48 hour advanced notice

It is important to note that if you are more than 20 minutes late to an appointment it will be considered a no-show and you will be billed accordingly.

**Q: Why does Ryther need to keep a credit card on file?**

A: We keep credit card information on file to charge for missed or cancelled appointments that do not comply with our cancellation policies. With your permission we will also bill your card for co-pay costs.

**Q: What do I do if I've changed my insurance?**

A: If you have changed your insurance recently, then please pick up a change of insurance form located at the front desk and return it completed to the receptionist at the time of your next appointment. Or feel free to call the front desk at (206)525-5050 to be transferred to one of the insurance coordinators.