

WHAT YOU CAN DO TO HELP

Please schedule appointments in advance.

If you are unable to keep an appointment, please let us know as far in advance as possible. There is a charge for no-show appointments.

Please provide us with any changes of address, marital status, insurance card or coverage information, and so forth, as soon as possible.

Please talk to us about any of your concerns related to our fees or errors in billing so the problems can be corrected.

Unless treatment is authorized by a court system or legal entity, all children and adolescents under the age of 18 must have a parental consent of treatment. If there are unusual circumstances, please discuss them with the psychologist to determine how to proceed for consent of treatment.

Please pay your copayment or deductible charges at the time of services.

Your psychological records are confidential; therefore your records can only be released to another healthcare provider with your written permission. Any record provided to the patient cannot guarantee its confidentiality. If you are a danger to yourself or others, your medical records will be provided to facilitate management of your case. Please provide us with contact information for someone we can connect with in case of an emergency.

We welcome any suggestions you may have. Please share with us ways we can work with you, or things we can do to help our office run more efficiently.

WHAT YOU CAN EXPECT FROM US

We will work with you to provide good, efficient care.

We will work with your medical team to help coordinate behavioral medicine into your health care.

We will periodically have you complete a form to be sure you are following up on preventative care, and that feedback will be faxed to your primary care provider.

We will request you to complete an emotional screening at the start of your treatment at our office, and periodically ask you to complete screening inventories.

For some patient populations, such as Medicare members, we will ask you to complete emotional screenings on a monthly basis.

We use a systematic approach to provide care to our patients, and work within the policies established at our practice. Each member of our team will work to help facilitate your mental health care. Please ask any questions for clarification, as needed.

We will periodically ask you to complete a patient satisfaction and office efficiency measure.

We expect you to provide suggestions regarding how we can be more efficient and better work with you.

Psychological and Consultation Services

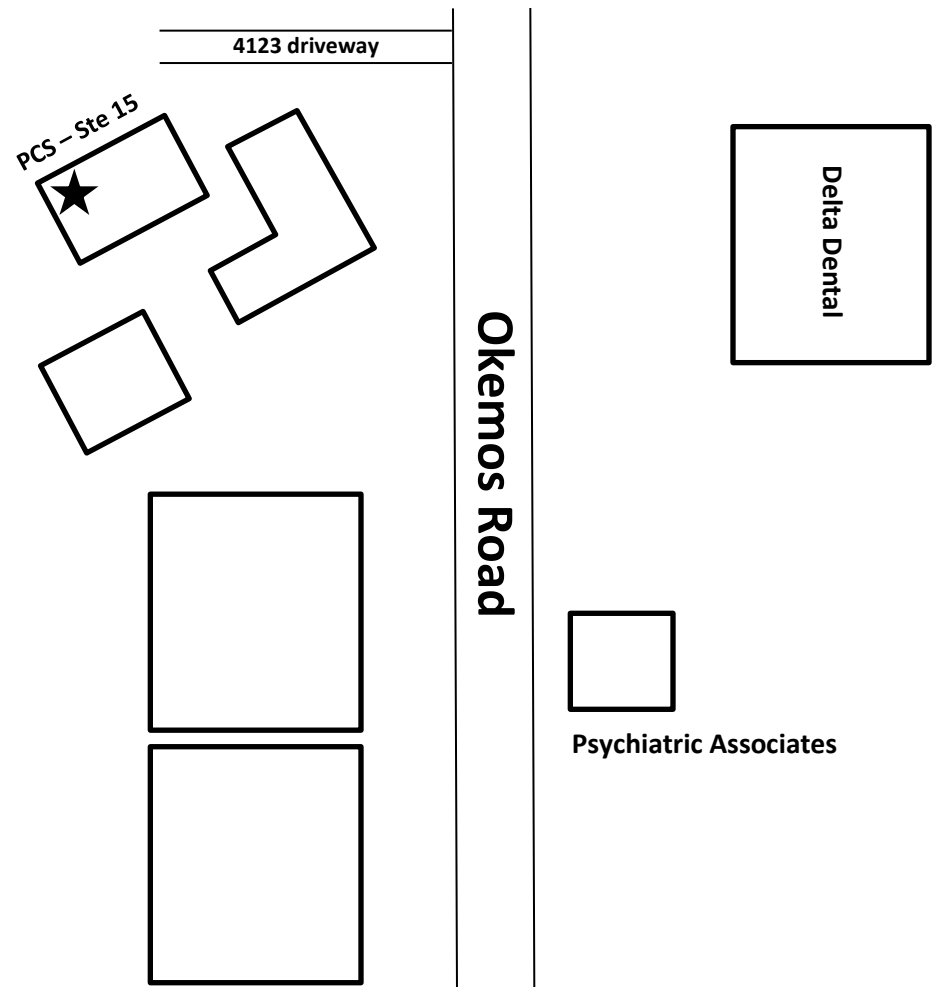
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Licensed Psychologist



Welcome to Psychological & Consultation Services. This booklet is intended to introduce you to us, our office, and the services we offer.

COUNSELING SERVICES

We offer a wide variety of psychological and counseling services to help patients with personal and medical concerns. Individual, group, couple, and family counseling are available, as well as personal development workshops. Our practice is a part of the Patient-Centered Medical Home and Patient-Centered Medical Home Neighborhood. We work with primary care physicians and physician specialists, and their teams, to provide integrated, holistic care for our patients. Our goal is to provide quality, compassionate, evidence-based, and best practices to our patients, which is culturally sensitive to the diverse needs of our communities. We work with your primary care provider and medical team to provide quality care.

People seek counseling services for many reasons. Working with a psychologist or counselor does not imply weakness, but provides an opportunity for personal growth and improved emotional well-being. Counseling helps us to face and effectively manage our personal concerns.

We specialize in helping people deal with depression, anxiety, eating disorders, family problems, parenting issues, infertility, grief and loss, children of divorce, adult children of alcoholics, sexual abuse, relationship issues, women concerns, and health psychology. In addition, we also provide psychological and neuropsychological testing services.

TELEPSYCHOLOGY SERVICES

We provide telepsychology services for our established patients. Some insurance companies will reimburse for these services, while some located out of state, do not. Please check with your insurance company to determine if this is a covered benefit on your policy.

APPOINTMENTS

Appointments can be made by calling our office, Monday – Friday, during the hours of 9:00 am to 3:30 pm. We have early-hour appointments from 7:00 am to 9:00 am and after hour appointments from 3:30 pm to 8:00 pm. If you are unable to keep an appointment, or if you are going to be late for a session, please call our office as soon as possible to avoid additional fees. Charges will be rendered for no-show appointments.

EMERGENCIES

In case of emergencies, please call our office to arrange for a same-day appointment, and call the doctor on call, as indicated on our voicemail message. In addition, please go to Sparrow Hospital Emergency for an evaluation, and contact the provider with disposition. We are on call 24/7 for our current, established patients.

FEES AND BILLING POLICIES

Our fees are competitive to those charged by other licensed psychologists in the area. Our fees are consistent with the time and degree of expertise needed for

services rendered. Our fees also vary depending on the types of therapy services rendered. A current fee insert can be requested at the front office. In order to keep our billing costs reasonable, we require fees to be paid at the time services are rendered. For insurance copayment fees, we will request the estimated insurance fee, but after the insurance pays for the services, these fees may be higher or lower than originally estimated, as indicated on the insurance EOB. We do not process secondary insurances. We will provide you with a statement to help you facilitate the processing of your secondary claim.

We accept most insurance policies. Please call our office to determine if we accept your insurance plan. It is your responsibility to call your insurance company to determine if your policy covers “*outpatient psychological or behavioral health services*”. Our office can work with you to check on insurance coverage, but ultimately the relationship with the insurance company is that of the patient, and not the provider’s office. The insurance companies do not provide all information to our office. All patients will be responsible for fees identified on their insurance company’s EOB, which is provided to us when they pay for the services rendered. Patients will also be responsible for all charges not paid by their insurance carrier. We also charge for no-show appointments and workshop programs not covered by insurance companies. A \$35.00 service fee is charged for all returned checks. If fees are not paid at the time services are rendered, an administrative fee will be added to the patient’s account each month the fees are not paid in full.

MANAGEMENT OF INSURANCE CLAIM REJECTIONS

If your insurance company rejects a claim, for whatever reason, the balance due will immediately become your responsibility. If, at any time, the insurance company pays us for a claim that was originally rejected, we will refund you. Insurance companies have a relationship with their members, and not with the provider’s office. If you feel your insurance company should have paid charges they rejected, please contact them directly to resolve the matter. Please communicate with us so we can work with you to resolve payment issues.

PSYCHOLOGICAL RECORDS

All psychological records are strictly confidential and will not be disclosed without your written consent, except in cases where you are a danger to yourself or others. If you wish to have your records sent to another health care provider, we require you to sign a written release at our office.

We are a neighborhood member of the Patient-Centered Medical Home Neighborhood (PCMH). We will, from time to time, fax your medical progress notes to your primary care physician, referring physicians, and/or specialty care physicians, as well as other members of your medical health care team, so we can facilitate integrated coordination of care. We will request you sign a release of information for each care provider on your medical team.