

Psychological Associates of Southeastern Massachusetts, LLC

115 Main Street, Suite 2D, North Easton, Massachusetts 02356

Phone: 508-238-7766; FAX: 508-230-5089

Office Policies

We at Psychological Associates are dedicated to providing high quality professional services to our entire community. Our ability to do this requires our having these written policies that tell you what to expect from us and highlight your responsibilities in accepting services here at Psychological Associates. Please help us to be able to maintain this high level of care by making sure you understand and follow these policies.

Confidentiality

As licensed mental health professionals, we are dedicated to preserving the confidentiality and privacy of our clients. You can be assured that the information which you present to your staff member will not be revealed to other parties without your prior written authorization, with certain exceptions outlined in the Psychological Associates "Notice of Privacy Practices" statement.

Emergency Procedures

Psychological Associates maintains 24 hour telephone service and emergency coverage. You may leave a confidential message with a staff member at any time using our phone system; staff members at Psychological Associates check their voicemail at least once daily, except when on vacation. In case of an emergency, please call your staff member's phone number or call Psychological Associates (508-238-7766) and follow directions to reach our "on-call" clinician. If this is a life threatening emergency, and for some reason you cannot reach the emergency clinician or cannot safely wait for their response, then please either call the police or go to the nearest hospital emergency room for immediate assistance.

Fees and Billing Procedures

Our standard charges for an Initial Evaluation are \$250 for a Psychiatrist, \$250 for a Clinical Nurse Specialist and \$210 for a Psychologist or a Social Worker. Our standard charges for a 45-50 minute individual, couple, or family session are \$160. Charges for Group Therapy visits are \$60 per session. Charges for Medication visits vary depending upon services provided.

If your staff member has a contractual arrangement with your insurance company, Psychological Associates will bill your insurer and be paid directly by them at the contractually determined fee. You will be billed for all charges not covered by the insurance company (deductibles, co-payments, charges after your benefits run out, etc.). If you have an insurance plan that does not have a contract with your staff member, you will be required to pay for this service at the time of your visit, and it will be your responsibility to seek reimbursement from your carrier. Psychological Associates will complete insurance forms or provide itemized statements in order for you to seek reimbursement from your insurer.

Payment of all charges is ultimately your responsibility regardless of what insurance coverage you may have. It is also your responsibility to keep us informed, in a timely manner, of any changes in your coverage or billing situation. If, for any reason, you do not tell us of billing changes and we incur extraordinary billing adjustments as a result of this, we will bill you for the staff time needed to make those adjustments. Staff time is billed at \$30 per hour.

Services Not Covered by Insurance

Given that there has been a dramatic increase in the demand for services outside of the standard clinical session, we are now forced to institute a charge for the following: telephone conversations; medication refills; oral or written communications with attorneys, physicians, school counselors, etc. These activities will be billed at the usual charge for a clinical session, prorated for the amount of time used, but with a minimum of a 15 minute charge. These charges are not covered by health insurance, and they will be billed directly to you. Court appearances and other meetings which require travel away from Psychological Associates will be billed at the professional's hourly rate for evaluations, including travel time. Since the amount of time required for these meetings is unpredictable, you must reserve the professional's time in half-day or full-day blocks. Finally, since these meetings require advance cancellation of usual appointments, the charges for the time reserved are payable one week in advance and are not refundable. There will also be a charge for the preparation and sending of medical records, at the rate of \$0.25 per page plus \$25 per hour for administrative staff time.

Cancellation and Missed Appointment Policy

Please refer to the attached sheet for our cancellation and missed appointment policy.

Return Check Fee/Declined Credit Card Fee

If your check is returned for insufficient funds, or your credit card is declined when processed, you will be charged \$25 in addition to the check/card amount. You are also responsible for whatever bank fees that are charged to Psychological Associates. After two returned checks Psychological Associates will not accept checks and instead will require payment be made via cash, bank check, or postal money order.

Overdue Accounts

Payment is due at the time of each office visit. If this is not possible you must speak to your clinician to make special arrangements. Accounts not paid within 30 days of billing will be charged 10% interest on any remaining balance. Accounts not paid within 60 days of billing are considered delinquent and will be forwarded to our collection service unless you have made arrangements with your clinician. Once an account is considered delinquent, no routine follow-up visits will be offered; Psychological Associates will provide emergency assistance in a crisis to persons with delinquent accounts. The accounts must be paid in order to resume regular professional services. In order to settle a collections account, both the full Psychological Associates balance and the 30% collections fee must be paid in full.