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PRACTICE POLICIES

FEE POLICY

It is customary to pay professional fees at each visit. Your health insurance may provide reimbursement for psychological services. Consult your policy for specifics. If coverage is available, this office will complete the necessary insurance paperwork and file the claim for you. As a courtesy to you, we will wait for the insurance reimbursement and allow you to pay the copayment at each visit.

BILLING OFFICE

DOCTOR'S BILLING & ACCOUNT MANAGEMENT has been hired to oversee my billing services. You may contact 682-6828 for information about your bill or filing your insurance.

CANCELLED SESSIONS

Best therapeutic results come from regular meetings, but that is not always possible. Once you make an appointment, that time is reserved for you. If you fail to cancel with sufficient notice, someone else is deprived of that hour, and we are deprived of that income, which ultimately causes fee increases. If you cancel with less than a full working day's notice or if you fail to come for an appointment, you will be charged for that session.

OFFICE HOURS, SESSIONS LENGTH AND NUMBER

The regular working hours are 8:00 a.m. to 5:00 p.m. with evening hours by appointment. An ordinary session is fifty minutes in length. It is possible to schedule longer or shorter session lengths, which sometimes is desirable. The total number of sessions will vary with circumstances.

TELEPHONE CALLS

Sometimes it is important to call between sessions and you may feel free to do so. If you call and I am with someone, your call will be returned as soon as possible during the normal business day. Should you need to call when we are not in the office, a 24-hour voice mail is available. Your call will be returned the next business day. Phone calls cannot substitute for the weekly sessions; therefore, if the questions you have cannot be dealt with quickly, it may be better to schedule an appointment.