

# Old Town Psychological Services Financial Policy

Thank you for choosing Old Town Psychological Services as your health care provider. We are committed to providing you with quality and affordable health care. If you have medical insurance, we will assist you in receiving your maximum benefits. The policies provided below are established to accomplish these goals. As a patient you should be fully aware of your obligations, so please read it over carefully and ask any questions you may have. A signature is required showing you have received and understand these policies.

## **Appointments:**

- 1) We value the time you have scheduled with us to treat you and/or your family. It is important to understand if you do not show up, it is time that could be spent treating other patients. Please provide at least 24 hour notice. A \$50 dollar fee can be assessed if you do not notify us of a cancellation with less than 24 hour notice. Please help us provide outstanding healthcare to all of our patients by keeping your scheduled appointments. Three missed appointments may be grounds for discharge from our practice.
- 2) Please be on time for your appointments. In the event that you are late, we will do our best to accommodate you. However, there may be certain situations where we have to reschedule your appointment.
- 3) We strive to reduce client waiting times. However, we do at times accommodate emergent issues, which require immediate attention. We appreciate your patience and understanding in these situations.

## **Insurance Notes:**

In an effort to avoid fraud, at any visit you may be asked for your photo I.D. and verify your current address, phone number and, if you have insurance, your current insurance card. It is the clients' responsibility to notify us of any insurance changes. If you fail to notify us and your services are not covered you will be responsible for any charges you have incurred.

### **Financial Obligations:**

1) Co-Payments, Co-Insurance and Deductibles:

- a. For payments on the date of service Old Town Psychological accepts cash, checks, credit cards (VISA, Master Card or Discover) and debit cards.
- b. Old Town Psychological expects all Co-payments, Co-Insurance and Deductible to be paid in full on the date of service.

2) If we participate with your insurance company:

- a. If you provide inaccurate or false information at the time of service, there will be a \$50 administrative fee charged to your account. Any charges not covered by insurance due to false information will be the responsibility of the client.
- b. We participate in most insurance plans, including Medicare. We will submit the claims to your insurance, as a courtesy to you.
- c. Non-Covered Services: If your insurance company does not cover a given service that you have received, then payment in full will be required at the time of service. The provider's decision to offer services is based on your health care needs, not your insurance coverage. It is your responsibility to know your insurance coverage before any services are rendered.

3) If we do not participate with your insurance company:

Payment in full will be required at the time of service. We will file claims to your insurance company as a courtesy to you. In this instance, you the patient will receive the money from the insurance company.

- 4) Self-pay patients will be expected to pay in full at the time of service. A cash fee for uninsured will be calculated for payment in full that day.
- 5) Patient Refunds: Amounts of \$50 or less will be retained on your account and credited to future balances, unless you request that amount be refunded. Amounts greater than \$50 will automatically be refunded to the patient.
- 6) Old Town Psychological is enrolled in a ChecXchange program. Any checks returned to us as having insufficient funds will accrue a \$35 fee. In addition, ChecXchange will attempt to process the check a second time.

**Patient Records:** If you transfer to another provider or another provider requests a copy of your records Old Town Psychological will provide them for you free of charge. For records from other providers offices you will need to contact them directly. We do require that a records release form is filled out prior to records being sent.

**Auto Accidents:** Please advise our staff and your provider that this may be auto related. You will be given a form to fill out. We will need a claim number, date and time of the accident and billing address of auto carrier. You will need to know if your health insurance should be billed primary to your auto insurance. You will be responsible for the charges if your insurance fails to pay.

**Psychological Testing:** Psychological testing is more complicated compared to individual therapy services in terms of insurance billing. Psychological testing is billed via claim units. The units include test taking time and time for the clinician to score and interpret the results. Multiple units may be billed for any given test and units billed when the clinician is not face to face with the client. In depth psychological evaluation and testing services is a labor intensive process and may take several weeks to complete. Schedules of completion should be discussed with the clinician. Also, requests need to be specifically made when a narrative report is needed. Report writing is also a service that is billed for with claims being sent to insurance companies using the same units.

**Collection services:** Old Town Psychological Services utilizes a collection service agency for any balances that have been unpaid after 120 days. The remaining balance will be turned over to the agency and a collection fee of up to 35% can be assessed.

Signature: \_\_\_\_\_ Date \_\_\_\_\_

Printed Name: \_\_\_\_\_