

Billing Policies, Procedures and Fees (2023)



UNFOLD PSYCHOLOGY

A HEAFEY PRACTICE, P.C.

UNFOLD PSYCHOLOGY: A HEAFEY PRACTICE, P.C.

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BILLING POLICIES, PROCEDURES AND FEES

Welcome to our practice Unfold Psychology: A Heafey Practice, P.C. This document contains important information about our professional services and business policies. Please read it carefully. When you sign this document, it will represent an agreement between us.

Fees for Services

Fees for sessions with Dr. Heafey:

- Initial Intake Session with one individual: \$375.00 for 50-60 minutes; additional time is prorated Intake (Initial)
- Initial Intake Session with two or more individuals: \$400.00 for 50-60 minutes; additional time is prorated
- Follow-up Sessions: \$350.00 for 50-60 minutes; additional time is prorated
- Initial Intake Appointments for Court-Ordered or Psychological Assessments: \$500 for 60-75 minutes

Fees for sessions with an Associate Clinician or Therapist:

- Initial Intake Session with one individual: \$275.00 for 50-60 minutes; additional time is prorated
- Intake (Initial) Session with two or more individuals: \$300.00 for 50-60 minutes; additional time is prorated
- Follow-up Session: \$250.00 for 50-60 minutes; additional time is prorated
- All sessions are 50-60 minutes in duration, unless otherwise discussed.
- Each session hour billed includes 15 minutes of gratis communication (calls, emails, text messages) per week.

Fees for Education and Executive Functioning Services

- The rate for services provided by Executive Functioning Specialists and Education Specialists is \$260.00 per hour.
- Services are billed in 15-minute increments. Each service hour billed includes 15 minutes of gratis communication (calls, emails, text messages) per week.

Psychological Testing, Assessments, and Court-Ordered Evaluations

- The rate for psychological testing, assessments and court-ordered evaluations is \$400.00 per hour.
- Services including consulting, psychological testing, assessment, collaboration, and report writing and other mandatory clerical services related to psychological services will be billed at a rate of \$400.00 per hour.
- A retainer in the amount of \$3,500.00 is required to be paid prior to commencement of services. Final reports will be provided when fees are paid in full.
- Court-ordered assessments and evaluations require a separate agreement.
- Once an appointment for psychological testing and/or assessment is scheduled, you will be expected to pay for it unless you provide 48 hours advance notice of cancellation.
- Note that the fee for late cancellations of testing and assessment appointments is \$300.00 per hour.

- If your appointment was scheduled for two hours, you will be charged \$500.00 which must be paid prior to rescheduling your appointment. This is necessary because a time commitment has been made by our clinicians to meet with you and session times are reserved exclusively for you.
- A fee of \$500.00 can be paid in advance to expedite the completion of an evaluation, assessment, testing, and/or report(s). Unfold Psychology clinicians and staff can extend this agreement.
- Anticipated report dates are merely an estimation of report production and are not guaranteed and are subject to modification. Not providing all of your information and requested collateral data in a timely manner will delay your report and this is your responsibility.

Forensic and Litigative Services

Unfold Psychology clinicians and staff do not participate in lawsuits of any type on a plaintiff's or defendant's behalf, unless compelled to do so by subpoena or court order.

- If you become involved in legal proceedings that require the participation of clinician(s) or staff, you will be expected to pay for all professional time, including preparation, deposition, telephone time, transportation and hotel costs, court appearance, report writing, consultation and supervision, even if clinician(s) or staff are called to testify by another party.
- The hourly rate for forensic and litigative services is billed at a rate of \$500.00 per hour.
- A retainer in the amount of \$5,000.00 is required to be paid prior to commencement of services.
- Any court appearance (in-person or virtual) during a court case regarding the client or the client's family members in a civil or criminal matter will be charged at \$5,000.00 per 0-3:59 hours and \$10,000.00 per 5-7:59 hours, paid two weeks in advance and all fees are non-refundable.
- Travel time will be billed at an hourly rate of \$400.00 per hour, plus mileage.
- Depositions will be charged at the rate of \$1,500.00 per hour (3 hours minimum) plus travel time, wait time, and transportation costs.

- If travel distances exceed 200 miles from 94123, fees for all related travel, lodging, ground transportation, car rentals, insurance, food, etc. will be charged in addition to above-listed fees.

Other Professional Services

In addition to weekly appointments, Unfold Psychology clinicians and specialists charge the same hourly rate as sessions for other professional services you may need, billed in 15-minute increments. Other services include report writing, telephone conversations lasting longer than a few minutes, consulting with other professionals (with your permission), preparation of records or treatment summaries, and the time spent performing any other service you may request. The charge for a letter is \$175.00 due at time of request. Fees may increase periodically.

Good Faith Estimate and the No Surprises Act

You have the right to receive a "Good Faith Estimate" explaining how much your medical care will cost. Under the law, health care providers need to give patients who do not have insurance or who are not using insurance an estimate of the bill for medical items and services. Clients are provided a Good Faith Estimate based on the services requested. When services and/or rates change, a Good Faith Estimate will be created and emailed to you. For questions or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises (<http://www.cms.gov/nosurprises>).

Billing and Payments

Payment is due at the time of service, unless we agree otherwise. Cash, check, or credit cards are acceptable forms of payment. Payment schedules for other professional services will be agreed to when they are requested. A credit card is required to be kept on file to hold all scheduled appointment times. Intake sessions are prepaid. Fees for subsequent sessions are charged to the credit card on file within 24 hours after each session. Missed sessions (including sessions canceled within 24 hours) will be charged to the credit card on file. A \$50.00 service charge will be charged for any checks returned for any reason for special handling.

24-Hour Cancellation Policy for Therapy-related Services

Once an appointment hour is scheduled, you will be expected to pay for it unless you provide 24 hours advance notice of cancellation. Note that the fee for late cancellations of therapy sessions is \$100.00. This is necessary because a time commitment has been made by our

clinicians to meet with you and session times are reserved exclusively for you. However, if your appointment is rescheduled within 5 days, the late cancellation fee is waived. Please note: Insurance companies will not reimburse for missed appointments.

Lateness

If you arrive late for a scheduled appointment, only the remainder of the 45 to 50 minute session will be available. If a clinician runs late with a prior appointment and is unable to meet for the full session, you will be billed based on a prorated rate of your session fee.

Credit Card Authorization

Your completion of the SimplePractice acknowledgement and providing your signature authorizes Unfold Psychology: A Heafey Practice, P.C. to charge your credit card within 24 hours for fees related to appointments, services, late cancellations, missed appointments, and outstanding balances.

- Clients are required to provide active credit or debit card information including current mailing address, zip code associated with credit card, CVV code and additional information required to process payments.
- If an original charge is declined by your bank or credit card company, future attempts to collect payment may result in charges to your credit card on different dates and for partial amounts until your balance is paid in full.

Insurance

Unfold Psychology is a concierge therapy practice and is considered an out-of-network provider by insurance companies. All fees are prepaid by clients. We will submit claims to your insurance company on your behalf. You may receive full or partial reimbursement according to guidelines set by your insurance company for out-of-network providers. Our practice will provide you with whatever assistance we can to help you receive the benefits to which you are entitled; however, **you (not the insurance company) are responsible for full payment of our fees within 24 hours of receiving service(s).** If you receive reimbursement from your insurance company, the checks that are issued by your insurance company will be mailed directly to the address the insurance company has on file for you.

It is very important that you find out exactly what mental health services your insurance policy covers. If you have questions about the coverage provided by your insurance company, please contact your plan administrator, benefits coordinator or member services. You should be aware that most insurance companies require you to authorize our practice to provide

them with a clinical diagnosis. Sometimes additional clinical information is required to be submitted to insurance companies such as treatment plans or summaries, or copies of the entire record (in rare cases).

Please note: Unfold Psychology: A Heafey Practice, P.C. has no control or knowledge of what other entities do with the information that is submitted to insurance companies or who has access to this information. This information will become part of the insurance company's files. You must be aware that submitting a mental health invoice for reimbursement carries a certain amount of risk to confidentiality, privacy, or to future eligibility to obtain health or life insurance. The risk stems from the fact that mental health information is entered into insurance companies' computers and will also be reported to the National Medical Data Bank. Accessibility to companies' computers or to the National Medical Data Bank database is always in question, as computers are inherently vulnerable to break-ins and unauthorized access. Medical data has been reported to have been sold, stolen, or accessed by enforcement agencies; therefore, you are in a vulnerable position. It is important to remember that you always have the right to pay for services and not submit claims to your insurance company.

Delinquent Accounts and Collections

You are responsible for payment of fees related to your therapy and services received, regardless of whether or not they are covered by your insurance carrier or are court-ordered. If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, Unfold Psychology: A Heafey Practice, P.C. has the option of using legal means to secure the payment. This may involve hiring a collection agency, and this could affect credit. You agree to the costs of any action necessary to collect your portion of the fee due, including court and attorney fees that might accrue. You will receive appropriate notice of efforts to obtain this debt. There will be a \$50 charge for the return of a check from the bank.

BY COMPLETING THE SIMPLEPRACTICE ACKNOWLEDGEMENT AND PROVIDING MY SIGNATURE I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.
