

Johnson Neuropsychology- Payment Policies

We are pleased to welcome you to our practice. Our desire is to provide you with the highest level of psychological and/or neuropsychological care. It is our policy to make financial arrangements with you before the process begins. Below is an explanation of our payment policies. If you have any questions, please do not hesitate to ask.

1. Payment for services is due at the time services are rendered. We accept cash, checks, debit, and credit cards.
2. Credit Card Processing Fee: As of January 1, 2023, all credit card payments are subject to a 3.0% processing fee. To avoid this fee, you may pay by cash, check, or debit card.
3. **Insurance Billing:** As a courtesy, our office will verify benefits for in-network insurance plans prior to your visit. You will be expected to authorize direct payment of benefits to Johnson Neuropsychology. While every effort will be made to inform you of your patient responsibility, if your insurance denies payment, you are responsible for the balance of services rendered. **Please note:** insurance claims may take **up to 90 days from your date(s) of service** to process, and **payment is due in full once billing statements are sent.** *Call the office if you require a payment plan.*
4. Out-of-Network Coverage: If you are out-of-network, our office can provide a superbill for you to submit to your insurance plan for any eligible out-of-network reimbursement.
5. **Returned Checks:** A \$35 service fee, plus any related bank charges, will be assessed for all returned (NSF) checks.
6. **Cancellation Policy:**
 - * Your appointment time is reserved exclusively for you.
 - * Cancellations/No-Shows: We require at least **48 hours notice** for cancellations. Cancellations within this time frame or missed appointments without notice will result in a \$50 fee. This fee must be paid before rescheduling.
 - * Monday Appointments: Cancellations must be made by Thursday at 4:00 p.m. to allow adequate time for rescheduling.
7. **Feedback Appointments:** Feedback sessions, telehealth and in-person, are time with your provider to review your results that are billed separately from your initial evaluation. Any copays, coinsurance, or deductibles that apply will be collected in addition to fees for the initial visit.

Other Services (non-covered by insurance)

- **Academic Testing-** Brief academic screening is included in neuropsychological testing. Testing for learning disabilities is an out of pocket charge \$500 per academic area (e.g., reading, math, spelling/writing).
- **Telephone consultation** - A phone consult can be scheduled for you. It is scheduled for 30 minutes at \$100. Payment will be accepted via a credit card at time of the phone call.
- **Completion of forms** - Disability forms, insurance reports, letters and other forms of written communication is chargeable at \$50. Payment will be expected at time of document preparation.
- **Legal** - Consultations/ report writing, correspondence and telephone contact for legal actions are billed at \$500 per hour for all clinicians. A retaining deposit is expected in advance of any services. Payment in full for all billable hours is requested prior to releasing letters or reports in legal matters. If any travel expenses are incurred related to this service, they will also be client responsibility.

I have read, understand and agree to the terms set forth in this policy. I understand that I am financially responsible for all charges whether or not paid by insurance.

Patient Name

Date

Responsible Party name and signature

Date