

An aerial photograph of a city street, showing a mix of modern and older buildings, a construction site with rebar and concrete, and a street with some vehicles. The image is used as a background for the text.

Billing & Payment

Copay, Deductibles, and Session Fees

To streamline our billing process, we automatically charge each client's card on the morning of their scheduled session for copays, deductibles, or session fees. In the event of a declined transaction, clients are required to settle their outstanding balance through their patient portal before the scheduled session. Failure to clear the balance prior to the session may result in cancellation. This policy ensures a smooth and efficient payment process, allowing us to focus on providing the best possible mental health services. We appreciate your understanding and timely cooperation.

Insurance Verifications & Benefit Eligibility

While we strive to offer accurate estimates based on the information provided by the insurance company, it's important to note that these figures are preliminary, and official confirmation of insurance fee rates occurs upon receiving and processing the claim by your insurance provider.

We emphasize that clients bear the ultimate responsibility for understanding their financial obligations. We strongly encourage clients to independently verify their insurance coverage directly with their provider to ensure the most up-to-date and accurate information.

An aerial photograph of a city, showing a mix of modern skyscrapers and older buildings. Some buildings are under construction, with visible steel frameworks and cranes. The lighting suggests it might be late afternoon or early morning, with some buildings illuminated from below. The overall scene is a dense urban environment.

Insurance Coverage Responsibility

Clients are reminded that they are fully responsible for any balance incurred during a lapse or termination of their insurance coverage. It is imperative that client promptly notify us of any changes to their insurance information to ensure accurate billing. By keeping us informed of current insurance coverage, clients contribute to the seamless processing of claims and assist us in providing the best possible mental health care. Any discrepancies in coverage must be communicated promptly to avoid any potential financial obligations. We appreciate your cooperation in maintaining updated insurance information for the duration of your care with us.

Pro-bono, Waived Copay, and Reduced Fee Services

Clients accepted for pro bono services, with waived copays, or those qualifying for reduced fees will be assigned to our intern. Each client in this category is allotted 12 sessions. This policy enables us to effectively manage our commitment to providing accessible mental health care while supporting the professional development of our interns. We appreciate the understanding of our pro bono and reduced-fee clients as we strive to balance our commitment to community service with the growth and training of our emerging mental health professionals.

An aerial photograph of a city street, showing a mix of modern and older buildings, a construction site with scaffolding, and a street with some vehicles. The image is used as a background for the text.

Past Due Balances and Collections

In our commitment to client financial well-being, we strive to prevent the need for collections that could impact credit scores. To achieve this, clients with a past due balance are temporarily unable to schedule additional sessions until the outstanding balance is settled. We make multiple attempts to charge the card on file to satisfy the balance. If the balance remains unresolved, we will engage in a discussion with the client regarding discharge and transfer options. This policy aims to maintain open communication, financial transparency, and avoid any adverse impacts on our clients' credit scores. We appreciate your cooperation in addressing and resolving outstanding balances promptly.

Denied Claims/Insurance Refusal to Pay Policy

In the event of denied insurance claims or refusal to pay by the insurance provider, it is important to note that the ultimate responsibility for the session fee falls upon the client. While we make every effort to facilitate the claims process, clients are advised to be aware of their insurance coverage limitations and potential denials. We are committed to assisting clients in understanding and navigating their insurance, and we appreciate your cooperation and understanding in the event of any insurance-related challenges. Please feel free to reach out to our team for clarification or assistance.

Third-Party Payers Policy

To maintain the efficiency and ethical standards of our billing process, we regret to inform you that we do not accept third-party payers. This decision is based on our experiences with issues such as non-payment, ethical concerns, and the extensive time and effort required to secure payment from third-party entities. We appreciate your understanding of this policy as we aim to prioritize the streamlined and reliable financial aspects of our services, allowing us to focus on providing quality mental health care to our clients. If you have any questions or concerns, please feel free to discuss them with our billing department.