

PSYCHOLOGICAL SERVICES AGREEMENT

Welcome to Rocky River Behavioral Pediatrics (RRBP). This document contains important information about the professional services and business policies of RRBP. You will also be provided with a document which outlines policies and procedures under the Health Insurance Portability and Accountability Act (HIPAA), a federal law which provides patients with privacy protections and rights with regard to the use and disclosure of Protected Health Information (PHI).

When you sign this document, it will represent consent for services outlined herein and understanding of RRBP business policies, as well as that you have received and been given the opportunity to review the HIPAA privacy policy.

PSYCHOLOGICAL SERVICES

Rocky River Behavioral Pediatrics is staffed by two fully-licensed clinical psychologists who each have a doctorate degree. Both Dr. Victoria Norton and Dr. SheaLynne Baus provide assessment and treatment to pediatric patients with a wide range of emotional, social, and behavioral difficulties. In addition, each has their own area specialized expertise. Dr. Norton specializes in the evaluation and management of developmental, behavioral, emotional, and social difficulties associated with physical illness from infancy through adulthood. Dr. Baus specializes in the treatment of anxiety disorders in adolescents, including performance enhancement of young competitive athletes.

For all patients, the first appointment will be for an initial consultation. This involves gathering information regarding the concern(s) bringing you to the appointment, as well as more general information about you/your child that may be helpful (i.e., medical history, development, behavior, school/academic performance, emotional functioning, and socialization). You/your child may be asked to complete any of various rating scales which assess developmental, behavioral, and emotional functioning, if found to be indicated. At the end of the initial consultation, impressions will be reviewed with you, as well as treatment recommendations. If further testing and/or follow-up treatment is warranted, you may be offered to get these services at Rocky River Behavioral Pediatrics, or at times referred on to another provider when necessary and appropriate. As part of follow-up care, you and/or your child may be asked to complete rating scales that will re-assess functioning to monitor progress during treatment.

When you are referred from a pediatrician or other subspecialist, collaboration with other members of you/your child's care routinely occurs. If you/your child were not referred directly from a treating physician, communication between the providers involved in you/your child's care is always available at your request and with your consent.

CONFIDENTIALITY

In general, the privacy of all communications between a patient/family and a psychologist is protected by law and can only be released to others with your written permission, in accordance with HIPAA law and HIPAA privacy policies and procedures. There are some exceptions, which are detailed in the HIPAA privacy policy document, which is also being shared with you. You are encouraged to review this policy prior to the initial evaluation/consultation.

PROFESSIONAL FEES

- The fee for the initial evaluation/consultation is \$250. This charge includes an extended appointment (typically about 90 minutes), review of relevant medical and school records, and phone contact with you/your child's referring physician when appropriate.
- Follow-up appointments are \$160 per clinical hour (45-60 minutes). If more than one hour is required for a follow-up visit (this is not typical), the hourly fee will be prorated in 15 minute increments (i.e., an additional \$40 for a 75-minute appointment; additional \$80 for a 90-minute appointment).
- Psychological testing is billed at \$200 per hour, including time spent in administration, scoring, interpretation, and report writing. Psychological testing is commonly performed with children when there is a question of giftedness, learning disability, cognitive delay, an attentional disorder (such as "ADHD"), or a developmental disorder. Before testing is initiated, you will be provided with an estimate of total time and cost.
- Extended communication (by telephone or electronic, directly with the patient and/or on behalf of the patient) and specialized reports may result in additional charges (and will be discussed with you in advance). In general, telephone conversations lasting longer than 15 minutes, extensive record review, attendance at meetings with other professionals (including travel time), and preparation of specialized reports to be shared with other professionals will be billed in 15 minute increments at the hourly rate of \$200.
- Forensic/legal consultation and/or court involvement (including travel, phone consultation, letter writing, and preparation for and total court time) will be billed to the signing parent/guardian at the hourly rate of \$300. All legal fees of RRBP will be billed directly to the patient's account.
- If you are unable to make a scheduled appointment, kindly give a courtesy call or email 24 hours in advance. **Missed appointments and/or last minute cancellations will result in a full fee appointment charge.** Please be aware that insurance carriers will not reimburse for fees you pay for missed appointments.
- We work hard to be mindful of time for the convenience of all of our patients. As such, please arrive on time. Even if you are late, you will be responsible for the full fee of the appointment.

BILLING PROCEDURES

Rocky River Behavioral Pediatrics is a fee-for-service based practice. You are responsible for full payment of services at the time that they are provided. You may pay by cash, check made payable to Rocky River Behavioral Pediatrics, or charge (Visa, MasterCard, or Discover). You will be provided with a receipt that reflects charges and payment for your records. If you plan to submit claims for partial reimbursement to your insurance carrier, you are encouraged to obtain information about reimbursement and any limitations prior to your first appointment. Most patients, who choose to submit, will be reimbursed at the "out-of-network" rate, but in some instances, insurance carriers may be willing to reimburse you at the "in-network" rates due to the unique specialty of services offered. Please be aware that for patients who have a primary physical problem leading to psychological evaluation and/or treatment, services are billed/reimbursed under medical benefits as opposed to the behavioral and mental health benefits. Information and assistance with submitting claims is available to you as needed.

To help you make the most informed decision and maximize your opportunity for reimbursement when submitting to insurance, please review the information below.

- Managed health care plans (HMO's and PPO's) may require pre-authorization for mental health services in order for you to be eligible for reimbursement. These plans often have a limited number of sessions available to you/your child each year.
- Insurance carriers routinely request information about diagnoses, treatment plan/progress, clinical summaries, and at times copies of the clinical record, significantly limiting confidentiality. This information becomes part of the insurance company files and is typically stored in a larger database and/or even shared with a national health information data bank. While information is reportedly kept confidential, it is important to understand that it is no longer within the control of you/your psychologist once it has been submitted to the insurance company.
- All insurers REQUIRE a formal diagnosis on any claim they process. Certain diagnoses (i.e., learning disability, autism spectrum) are not reimbursable and further complicate billing.
- In our current health care system, diagnosed conditions (even psychological) become “pre-existing conditions” and can impact future applications for medical, life, or disability insurance. Insurance companies routinely check with medical information data banks when evaluating an applicant. Even when you choose not share previous treatment with a psychologist, it may be discovered if you submitted these services were run through your insurance.

If you opt to pay out of pocket for services, you will be provided with a year-end summary of expenses that can be used in tax preparation.

If you face difficulties with payment, please discuss this directly with your treating psychologist. Rocky River Behavioral Pediatrics wants to provide you/your child with the service needed and will work with you to accommodate needs that may arise. However, if your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, Rocky River Behavioral Pediatrics has the option of using legal means to secure payment. If legal action is necessary, the associated costs will be included in the claim. In most collection situations, the only information that is released regarding a patient is his/her name (or that of the parent(s)/guardian), the nature of the services provided, the amount due, and the name of the doctor who provided the care and is making the claim.

OFFICE HOURS/ CONTACT INFORMATION

RRBP is open Monday - Friday from 8am – 6pm. Saturday and/or late evening appointments are only offered in special circumstances at the psychologists' discretion. Appointments can be arranged by calling RRBP at 440-331-4884 or emailing info@rrbpohio.com. Calls/emails are answered directly by Dr.'s Norton or Baus, and as such, it is often necessary to leave a voicemail when calling. Your call is very important to us and all messages are typically responded to within a few hours.

Please note that Rocky River Behavioral Pediatrics does not provide emergency care. In the case of an emergency, you should call 911, seek assistance from your nearest emergency department, or call your primary care physician.

I have reviewed the above information and understand the policies and procedures presented herein. I have also received and been given the opportunity to review the HIPAA privacy policy. I consent to evaluation/consultation and treatment.

Please sign below and return the signed copy at your initial appointment. A copy for will be made for you to keep for your records.

Thank you kindly for choosing Rocky River Behavioral Pediatrics.

PRINT patient's name

Signature of patient (when possible)

PRINT name of parent/guardian

Signature (if applicable)

Date