



Responsive Centers for Psychology & Learning

7501 College Boulevard Suite 250 ♦ Overland Park, Kansas 66210

Telephone: (913) 451-8550 ♦ Fax: (913) 469-5266

OFFICE POLICY

Thank you for choosing Responsive Centers for Psychology and Learning. Our clinicians are pleased to help you address your mental health care and educational needs. We value you as a client and would like to take this opportunity to acquaint you with some office procedures and policies.

To Contact Your Clinician:

Our clinicians will do their best to return your call within 24 hours. Leave your phone number and a brief message in your clinician's confidential voice mail and your call will be returned.

In case of an emergency **during office hours**, please call our office and we will contact your clinician. If you experience an emergency **after office hours**, call 911, or, call (913) 791-2402 to speak to our on-call clinician.

Follow-Up Scheduling:

You may schedule follow-up appointments with the reception staff or call our office at (913) 451-8550 to schedule your follow-up appointments.

No Show/Late Cancellation Policy:

We have a 24-hour cancellation policy. If you cancel an appointment less than 24 hours in advance or miss an appointment, you will be charged. These fees must be paid at the time of the next appointment. **Responsive Centers does not make reminder calls to clients prior to their scheduled appointments.**

Release of Information:

A completed Release of Information form is required before any therapeutic information is shared. These are available at the front desk upon request.

Insurance:

Most health insurance plans provide coverage for mental health visits. Your health insurance booklet will provide information regarding eligibility and benefits of your specific plan. If you have questions about your coverage, please contact your plan administrator or insurance company.

If your clinician participates with your insurance company's mental health network, we will file a claim for benefits to be paid directly to Responsive Centers. We cannot file an insurance claim until you provide a copy of your insurance card and you sign the required paperwork. Any disputes with regard to copays, deductibles, or level of benefit must be resolved between you and your insurance company. **Copays are due at each visit.** **It is important that you notify our Business Office of any changes in your insurance coverage during your course of treatment.** Failure to do so may result in out-of-pocket expense for you. Questions regarding insurance can be directed to our Business Office at (913) 469-5111.

If your clinician does not participate with your insurance company's mental health network, or if you choose not to use your insurance benefits, payment in full is expected at the time of service. We will be happy to provide you with a Visit Summary for services that you can submit to your insurance company for reimbursement.

Financially Responsible Party:

We recognize that many children live with two separate families. While you and your child's other parent may have an agreement about paying for health-related appointments, we are not able to be an intermediary in that process. The parent who signs the paperwork at the initial visit will be considered the responsible party for all client balances.

EAP (Employee Assistance Program) Clients:

If you have benefits through an Employee Assistance Program, and your clinician participates with that program, we will bill your authorized visits to that program for you. **Effective July 1, 2010, you must bring your EAP benefit information and your authorization to your initial appointment in order for Responsive Centers to bill your EAP for that visit.** If, during the course of treatment, you find that you are entitled to an EAP benefit that you were not aware of, we will begin billing your EAP with your NEXT session. We are unable to bill the EAP for sessions that have been completed before we were informed of your EAP benefit, regardless of the start date of the authorization.

Feel free to contact our staff with any questions or concerns you may have. We welcome you to Responsive Centers and look forward to providing you caring and efficient service.