

Welcome to PRA

The following guidelines have been outlined to help you access treatment and care in the simplest yet clinically appropriate manner. It is important that all patients understand and adhere to these guidelines for continuation of treatment provided by PRA: Perakis, Resis, Woods & Associates clinicians. Our clinician's want to give each of their patients that are scheduled for an appointment their full attention, therefore, the following guidelines will help eliminate unnecessary phone calls, voicemails and pages allowing your clinician to see patients in the office in a timely fashion.

Appointments

Your therapist schedules his/her own appointments and can be contacted directly to inquire about availability by leaving a message on their voicemail. Please note if you need to change an appointment time or cancel an appointment, you must contact your therapist directly as the front desk cannot reschedule appointments for therapists.

Since our clinician's appointment times fill up, failure to cancel your appointment with **at least 24 hours** but preferably 48 hours notice will result in a missed session charge (based on our full rate), which is not reimbursable by your insurance company and will be your responsibility to pay prior to your next appointment.

For **follow up** visits that are in person with your therapist, you DO NOT need to check in with the receptionist, you can simply flip the clinicians light switch in the up position and have a seat when you arrive in any of our office waiting rooms. The light switch alerts your therapist that you are waiting.

Phone Calls

Our main office numbers are: **Schaumburg is (847) 240-2211, Vernon Hills is (847) 918-8282 and Crystal Lake is: (815) 356-5050**. For administrative issues, please press "0" to reach our office staff who will assist you. You may contact your therapist directly by calling our office number above and entering their extension or by entering their direct dial number. If your message is **urgent** and you need to page your therapist, after leaving a message, hit # and then the number 6. This will mark your message as urgent. It is important that you turn off privacy manager features on your phone so your therapist can return your call.

Clinicians have only one contact number even though they may see patients at multiple locations. Direct contact numbers are listed below. **FIRST OFFICE** listed is their home office.

Therapist	Contact Number	Office Locations
Jeana Altman, LCPC	815 526-5353	Crystal Lake
Dr. Andrew Bowman	847-598-8233	Schaumburg
Dr. Michael J. Camara	847-598-8255	Schaumburg, Vernon Hills
Liz K. Cooper, LCSW	847-932-0844	Vernon Hills
Ellen Erlichman, LCSW	847-598-8256	Schaumburg

Therapist	Contact Number	Office Locations
Roberta Frankel, LCSW	847-598-8226	Schaumburg, Vernon Hills
Dr. Erika P. Gray	847-598-8280	Schaumburg/Crystal Lake
Dr. Robert A. Green	847-598-8268	Schaumburg
Rebecca Hahnfeld, LCPC	815-526-5346	Crystal Lake
Elizabeth Jacek, LAC, LPC	847-932-0813	Vernon Hills
Shafaq Javaid, PsyD, LCPC	815-526-5345	Crystal Lake
Debbie Kaufman, LCSW	847-932-0810	Vernon Hills
Dr. Kimberly Kerley	847-598-8248	Schaumburg, Crystal Lake
Steve J. Kim, LCPC	847-932-0848	Vernon Hills
Kari Kimpton, LCSW	847-932-0808	Vernon Hills
Katie Klein, LCPC	847-932-0829	Vernon Hills
Stephanie Lafontaine, LPC	815-526-5335	Crystal Lake
Rasheema Lettsome, LCSW	847-932-0846	Vernon Hills
Sandra Levy, LCSW	847-932-0815	Vernon Hills
Dr. John Lewandowski	815-526-5326	Crystal Lake
Dr. Shari Liebling	847-932-0849	Vernon Hills
Dr. Barry Lipin	847-598-8230	Schaumburg
Dana Marolt, LSW	815-526-5320	Crystal Lake
Jill Pixley, LCSW	815-526-5341	Crystal Lake
Marissa Pollmann, PsyD	847-932-0842	Schaumburg
Dr. Mitchell Powers	847-932-0814	Vernon Hills
Paula Sabin, LCSW	847-598-8267	Schaumburg
Dr. Janice Spangler	815-526-5344	Crystal Lake
Paige Spangler	815-526-5318	Crystal Lake
Dr. Deborah Stern	847-598-8225	Schaumburg, Vernon Hills
Donna Ward, LCPC	847-598-8225	Schaumburg
David Welch, LCPC	847-598-8250	Schaumburg
Shane Westerberg, LCPC	815-526-5316	Crystal Lake
Dr. Florentine Wilk	847-598-8252	Schaumburg, Crystal Lake
Dr. Brian Zercher	847-598-8231	Schaumburg, Crystal Lake

When contacting your therapist, please be aware that any calls that are not brief (more than about **10 minutes**) usually indicate the need for scheduling an appointment. **Please note that calls that are not brief may result in a charge that may not be reimbursed by your insurance company.** This applies to communications with parents, schools, primary care physicians and other professionals involved in your or your child's care.

If you have PRIVACY MANAGER, please turn it off when expecting a call back from your clinician. Failure to do so may result in your clinician not being able to reach you.

Letters, Forms, and other documents

Please Note: Any letters, forms and consents will not be completed unless PRA has a signed release from the patient (12 yrs and older). Blank releases can be obtained at the front desk or on our website under Forms at www.prapsych.com.

To better meet your needs and to ensure a timely response as well as continuity of care, please allow at least 72-hour notice to complete any required forms, consents, or letters. Please complete all sections of any forms that have demographic information on them. Our clinicians will complete the clinical portion only. Ensure we have the correct name, address and/or fax numbers of whom the fax is to go to so we can forward the required paperwork to the necessary party in a timely fashion. Failure to give proper notice for completion of the form may result in a delay in meeting your request or a fee charged if immediate service is required. A fully completed release of information form must be completed to allow for information to be shared.

Payment

Co-pays are due at the time of service. For **new patients and telehealth patients** – PRA requires a credit card on file so co-pays, co-insurances, and deductibles due can be processed after your appointment. If there is a divorce agreement between parents on financial responsibility, it is between the parents and not our office. PRA is not responsible for upholding financial agreements made between parents in divorce situations, only legal ones related to consent and participation in treatment.

Additional Fees that you may be charged for that may/may not be reimbursed by your insurance company are as follows:

- Phone calls that are not brief or require more than a brief dialogue to address the issue appropriately.
- Treatment planning, communications with other healthcare, school, or medical professionals per patient/outside resource request.
- Review of extensive records as part of the initial or follow up sessions.
- Treatment updates/discussions with non-custodian parent or family member.
- Copying of medical records.
- Depositions, court appearances, additional services not covered by insurance.
- Disability paperwork or records/reports. Clinician may require a visit to ensure they have the most updated clinical information prior to filling out forms.
- Failure to cancel appointments without proper notice.
- Testing materials or testing services beyond typical evaluations.
- Lengthy or “urgent” letters needed to be sent/faxed to outside agencies.
- Staffing attendance at schools, hospitals, or other pre-determined locations.

Our goal is to provide you with the best care we possibly can. Adherence to these guidelines will ensure that all patients’ needs are met in a timely, qualitative, and responsive manner. Thank you.

Concerns or Questions

If you should have any questions, concerns or problems related to your treatment at PRA Perakis, Resis, Woods & Associates, you may address your concerns directly with your physician or therapist. In addition, you may contact:

Jennifer Addison, Practice Administrator (847) 598-8276

We are looking forward to working with you. Please sign the “Consents and Authorization” forms indicating that you have read, understand, and agree to these policies and procedures. 9/12/2023