

# PRA PERAKIS, RESIS, WOODS & ASSOCIATES

## POLICY AND PROCEDURES

*In order to help you utilize our services effectively, it is our goal to clearly outline policies that govern our relationship with you.*

**Your Therapist: Dr. Deborah Stern**

### GETTING IN CONTACT WITH YOUR THERAPIST

You can be contacted directly at (847) 598-8225. Their extension is 225. If your message is urgent and you need to page your therapist, leave a message after the voicemail beep, then press the # key followed by the 9 key. This will have your therapist paged. Please make sure to leave your name and phone number, including area code where you would like your therapist to return your call as your therapist may retrieve your message while away from the office. **General office numbers are listed on the bottom of this form.**

Please note your therapist ***is in*** the office on: **Mondays Wednesdays Fridays**

You can leave a message at anytime on their confidential voicemail and they will return your call. If you have an emergency that needs the attention of your therapist, follow the paging instructions above.

When contacting your therapist, please be aware that any calls that are not brief (more than about 5-10 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 includes communications with your significant others, parents, schools, primary care physicians and professionals involved in your or your child's care.

### FEES AND PAYMENTS

**Payment is due at the time of your session.** Our office will bill your insurance company for their portion; ***however***; any deductibles, co-pays and/or applicable fees are ***due at the time of your office visit.*** Failure to pay fees at time of service or asking to be billed, it will result in a \$10 financial charge. We recommend that you keep a credit card on file to avoid this charge. We use a highly secure HIPAA compliant portal for credit card storage with our credit card vendor. We accept exact Cash due, Checks or Credit Card (Visa, MasterCard, Discover & American Express) and you can also pay online at [www.prapsych.com](http://www.prapsych.com). Just hit the PAY NOW button and it takes you to a secure portal to pay. The office charges a \$35 return check fee.

We make every effort to ensure insurance claims are paid correctly. PRA will make one attempt to work with your insurance company to pay for services. After one attempt, balances not paid by the insurance company will be the patient's responsibility.

**Parents of Patient's under 18 years of age please read the following statement:** If you are a parent and are unable to accompany your child who is the patient to the appointment, please send them with a check or we can put a credit card number on file. If there is a divorce agreement between parents on financial responsibility, it is between the parents and not Perakis, Resis, Woods & Associates. The parent that accompanies the patient is responsible for making the co-payment at the time of service. PRA is not responsible for upholding the agreements made between parents in divorce situations.

### APPOINTMENTS AND CANCELLATIONS

Your therapist schedules his/her own appointments and can be contacted directly to inquire about availability by leaving a message in their voicemail extension. Please note if you need to change an appointment time or cancel an appointment, you must contact your therapist directly as the front desk does not keep their scheduling information.

Our therapists' schedules fill up quickly and they often have patients waiting to be scheduled at the earliest opportunity. If you must cancel your session for any reason, please give your therapist a minimum of 24 hours notice so that they may offer that time to someone else. ***Appointments not canceled at least 24 hours in advance will be billed to the client at the session rate and cannot be billed to, nor reimbursed by insurance (even if our office has a contract with your insurance company).***

### CONCERNS OR QUESTIONS

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

**Paula M. Comm, MA, Practice Administrator (847) 598-8224**

**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. 03.21.2020**

[www.prapsych.com](http://www.prapsych.com)

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