

COMPREHENSIVE PSYCHOLOGICAL SERVICES, P.C.

2720 East Lansing Drive
East Lansing, MI 48823
(517) 337-2900
Fax: (517) 351-1279

OFFICE POLICY STATEMENT

Comprehensive Psychological Services, P.C. (CPS) is a psychological clinic committed to the provision of clinical services by a group of highly trained professionals. Each member of the clinic is licensed by the State of Michigan in his/her field of training, and is an independent consultant with CPS. This document specifies policies and procedures of CPS, as well as your individual rights as a client of this clinic. If you should have any questions regarding this document, or anything else about your involvement with CPS, please do not hesitate to discuss those questions with your clinician.

Ethics and Professional Standards. Each member of CPS is committed to maintaining all ethical and professional standards established by his/her professional association and by the State of Michigan. It is the obligation and commitment of each clinician to establish with you a set of treatment goals and to work toward the successful completion of those goals. If either you or your clinician feels the treatment is not progressing satisfactorily, that issue should be discussed and alternative treatment arrangements may be made.

Confidentiality. The laws of the State of Michigan require that issues discussed during the course of therapy remain confidential. CPS is committed to maintaining client confidentiality at all times. Ethical and legal standards, however, require that the treating clinician must report information in cases of suspected child abuse; in cases where the clinician determines that an individual demonstrates a clear potential for harm to himself/herself or to others; and in cases where a Court subpoenas records. At other times, you or your clinician may feel it necessary and beneficial for your clinician to communicate with other individuals such as your physician, former clinician s, or family members. If you desire such communication to take place, you must sign a release of information form, authorizing such communication. Without your written consent, such communication will not take place.

Scheduled Appointments and Cancellations. It is the obligation of your clinician to maintain your appointment times specifically for you and to provide clinical services in a timely and punctual manner. It is your obligation to be on time for your appointments and to provide 24-hour notice if you must change or cancel your appointment.

Insurance & Fees. The fee for the professional services rendered to you by your clinician will be established with you either prior to your first appointment or during your first appointment. ***It is the policy of CPS that each client will pay his/her portion of the fee (i.e. deductible/copay) at the time of each session.***

Our billing staff will file an insurance claim on your behalf provided we have your current insurance information. CPS cannot guarantee that your insurance will cover your claim. Each insurance company offers different levels of outpatient mental health coverage. ***It is the client's responsibility to have a clear understanding of their outpatient mental health benefit package.*** When your insurance company processes your claim, they will provide you with an Explanation of Benefits (EOB). This EOB will explain what your insurance has agreed to pay. Most insurance companies agree to pay only a percentage of the charges with the remaining balance being the responsibility of the client. Due to policy deductibles, co-payments, and non-covered services, you may have a balance due after insurance pays their portion. Ultimately, the client is responsible for their charges. The client should resolve disputed coverage issues directly with their insurance company.

Administrative Fees.

Delinquent Account/Collections - Balances on accounts that are not covered by insurance are due and payable upon receipt of the first billing. Payment plans with no interest are available to those patients who are unable to pay their balances in full. Unless approved payment arrangements have been made, any unpaid balance will follow our normal collection process. If an unpaid balance remains delinquent, the account will be sent to our collections agency, ARS Collections.

Records Access - If a patient or a patient's authorized representative requests a copy of all or part of the patient's clinical record, a record request fee may be added to the patient balance.

Returned Check - There will be a \$25.00 processing fee for all returned checks.

Late Cancel/No Show - It is each clinician's prerogative to charge \$50.00 for a missed or cancelled appointment without 24-hour notification.

Emergencies and After-Hours Policies. CPS has a 24-hour answering service that can reach any of the professional staff members in case of emergency. If you have an emergency, and must reach your clinician, call the CPS phone number, (517) 337-2900, and state that you have an emergency. Your clinician will be contacted, and he/she will then return your call. In the event your clinician is unavailable, please call Emergency Services:

Adults	517-346-8460	(812 E. Jolly Road, Lansing, MI)
Children (before 5:30 pm)	517-346-8000	(5303 S. Cedar Street, Lansing, MI)
Children (after 5:30 pm)	517-346-8460	(812 E. Jolly Road, Lansing, MI)

Please examine this document closely and, if you have any questions, please discuss them with your clinician. Your signature below constitutes an understanding of this document and an agreement to abide by the conditions of it. The signed document will become part of your patient record, and a copy will be provided to you upon request.

Signature of Client / Parent / Legal Guardian

Date