

Austin Neuropsychology, PLLC
Tax ID 20-5826539

OFFICE POLICIES AND PROCEDURES

Welcome to Austin Neuropsychology. We ask that you review the following information regarding our office policies and procedures. We hope that this will answer questions that you may have and provide you with a clear idea of what to expect from our office.

Neuropsychology Evaluation Process: A neuropsychological evaluation usually involves an initial consultation with the neuropsychologist, the administration of a battery of tests, and a follow-up meeting with the neuropsychologist to discuss results and recommendations. The initial consultation is for the purpose of discussing concerns, reviewing the patient's history and other records, and developing an assessment plan. The evaluation is conducted by the neuropsychologist, assisted by a psychometrist who is supervised by the neuropsychologist. The purpose of a neuropsychological evaluation is to assess an individual's cognitive/physical strengths and weaknesses. Closely measuring abilities/symptoms can provide diagnostic information and assist in treatment planning. Some parts of the assessment process can be interesting and stimulating, while some may be more tedious and difficult. At times, some degree of negative emotion such as frustration or anxiety may occur in reaction to tasks that touch on areas of weakness. However, we try our utmost to make the evaluation positive and supportive. In fact, a primary goal of the assessment is to help the individual better understand these areas of weakness and how to better deal with them on a day-to-day basis as well as rehabilitate them. The exam can last for several hours, but there are ample opportunities for breaks. As needed, testing may be discontinued and/or rescheduled to accommodate an individual's needs.

Estimated Fees by the Hour:

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| Initial consultation | \$250 |
| Testing with psychometrist (typically 4-8 hours) | \$150 |
| Examination by neuropsychologist, test interpretation and report preparation (typically 2-4 hours) | \$250 |
| Follow-up visit with neuropsychologist to review results and recommendations | \$250 |
| Report/letter writing in addition to the standard report (one hour minimum) | \$150 |

Payment Arrangements:

Insurance Plans

If the neuropsychologist is an in-network provider for your insurance, you will be expected to pay any deductible or co-pay at the time of service delivery. It is important to note should your insurance company determine that evaluation is not a covered expense

you will be responsible to self-pay for services provided. It is always important to check with your insurance carrier prior to service delivery.

Medicare

Neuropsychological evaluation is a covered service under Medicare and *does not require preauthorization*. At the time of service you will be required to pay your Medicare co-pay. If you have a supplementary insurance policy in addition to Medicare, the supplemental policy will typically cover your co-pay costs.

Self-Pay

If you do not have insurance or Medicare; OR if the neuropsychologist does not participate in your insurance program, you will be responsible to pay for all fees with the following payment schedule:

- You will be expected to pay in full (\$250) for the initial consultation at the time of service.
- At the beginning of the examination day, you will be expected to pay estimated testing fees of \$1350.00 for a scheduled half-day of testing or \$1800.00 for a scheduled full-day of testing.
- During the follow up visit, you will be asked to pay any remaining testing fee balance, as well as the cost of the final visit (\$250).

Most insurance companies have what are called “Out of Network” benefits that may cover a portion of the cost of the evaluation if we do not participate in your insurance. You should check with your insurance company to determine what out of network benefits you may be entitled to and to make sure that neuropsychological testing is a covered service. It is also important to ask your insurer whether pre-authorization from the insurance company is necessary **before** services are provided. We will provide you with information regarding services and fees to assist you with filing out-of-network claims with your insurance company.

Cancellations

Please notify us as soon as possible if you need to cancel or change an appointment. Because the number of appointment times we can offer is limited, we appreciate your assistance in giving us at least 48 hours notice of a cancellation. **Appointments cancelled without 48 hour notice, will be charged a \$100.00 cancellation fee.**

Confidentiality and Release of Records

The records we create in working with you are confidential and private except as provided by law. If you would like your records sent to someone else, we must have a signed written request indicating your permission and to whom you would like the record released. You may write your own statement authorizing the release of records or you may use a form available at our office. You may revoke your authorization at any time. If we are filing insurance for you, insurance companies commonly require that you authorize the release of records to them as a condition for receiving reimbursement. However, information that a patient may be dangerous to him or herself or others, or that

abuse of a child or adult has occurred must be reported, even without the patient's consent. For more detailed information regarding confidentiality please refer to the Texas Rules for Protecting Health Information and the U.S. Department of Health and Human Services' HIPAA Rules, both available at the check-in desk.

Emergency Contact Information

Should an emergency arise while you are at Austin Neuropsychology, the emergency contact you provided at registration will be notified. If a medical emergency arises, EMS will be called.

Should an emergency arise at other times, please dial 911; or, for mental health emergencies you can contact the confidential Travis County 24-hour HOTLINE at 472-HELP (472-4357).

Complaints

If you have concerns or complaints regarding your care at Austin Neuropsychology, PLLC, please raise these issues with your neuropsychologist. Patient satisfaction is very important to us and we will strive to resolve any problems that may arise. If you would prefer, concerns/complaints can be directed to our administrator, Debbie Thomas (512) 637-5894. You may also submit a written complaint to:

Texas State Board of Examiners of Psychologists
333 Guadalupe, Ste 2-450
Austin, Texas 78701
(512) 305-7700

Research Participation

In our effort to learn more about how the brain functions and how to better help our patients, we sometimes carry out research. One type of research simply involves the statistical analysis of clinical information from past patients. In this research, **all identifying information is removed and confidentiality is protected.** But, in order for your clinical data to be included in this type of research we will need your authorization. Also, occasionally we contact past patients to see if they are interested in participating in new research studies. The specifics of any potential research project would be explained to you at that time and you would have a choice to volunteer or decline participation at that time as well. But in order to contact you with information about future projects we will need your authorization. We want to emphasize that participation in research at Austin Neuropsychology, PLLC is purely voluntary. Your decision to participate or decline to participate in research will in no way affect your relationship with Austin Neuropsychology, PLLC or our commitment to your clinical care.

The neuropsychologists at Austin Neuropsychology are all involved with the training of psychologists and physicians. The use of case examples can be a very powerful teaching tool. But in order for us to use your clinical information as a teaching case, we will need your authorization. Again, **all identifying information is removed and confidentiality is protected** with cases used for teaching.