

**Family Psychology Associates, P.C.**  
**3300 Battleground Avenue, Suite 420**  
**Greensboro, North Carolina 27410**

## **NOTICE OF PAYMENT POLICIES**

### **Private Insurance**

1. The parent/guardian (or in the case of an adult, the patient) is fully responsible for any fees for services. These fees are due at the time of service, but in many circumstances payment of some portion may be deferred, with the understanding that this portion will be paid directly by the patient's insurance company (or companies).
2. The amount deferred will be determined at the time of service, depending on the information given by the insurance company when benefits are verified. Full fees will be collected until deductibles have been fully satisfied.
3. Any amount not collected from the patient at the time of service is still considered to be fully the patient's (or guardian's) responsibility. If, for some reason, insurance does not pay as anticipated, the patient (or guardian) will be billed for the balance due.
4. Some insurance companies have been less than dependable in providing accurate information over the phone regarding benefits. Therefore, in some cases, we will ask that full fees be paid until insurance benefits are actually received. If a refund is due, it will either be sent to the patient (or guardian) or will be applied as a credit against future services (whichever is your preference).

### **Medicaid**

1. Patients who are Medicaid recipients do not need to make any payments at the time of service.
2. Please be aware that if Medicaid coverage lapses, responsibility for any services rendered during this time period will fall to the parent/ guardian.
3. Please provide any insurance information in addition to the Medicaid; Medicaid requires that primary insurance must always be filed first, even if it will not pay any benefits.

### **Missed Appointments**

You may be charged for missed appointments.

### **Other Payment Arrangements**

1. Payment for services is sometimes arranged through certain community agencies, but these arrangements must be verified in advance of being seen. As is true with other payment sources (i.e., insurance), if payment is not forthcoming as anticipated, the fees for services will be the full responsibility of the parent/guardian/patient. If you believe an agency has agreed to pay for services, be sure to confirm this with us before being seen.
2. We cannot bill someone else for services which we provide. Even if someone other than yourself is responsible for payment (for example, a noncustodial parent), you will have to pay for services at the time that they are provided and then obtain reimbursement from the other party. We will be glad to provide any fee/payment statements necessary to assist you in this process.