



Manhattan Psychology Group, PC

107 West 82nd St Suite P101

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646-389-4112

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## MPG Office Policies

### **MPG Policies and Privacy Practices**

(please acknowledge by checking below)

#### 48-Hour Cancellation Policy

For all in-office and telehealth sessions, there is a 48-hour cancellation policy, barring emergencies or last-minute sickness. Notice should be emailed to [Info@manhattanpsychologygroup.com](mailto:Info@manhattanpsychologygroup.com) or given by telephone at 646-3894112. If 48-hour notice is not given, the full fee will be charged.

#### Payment & Insurance

Payment is due in full at the time of service or in advance. We accept payment via credit card. Your credit card will be charged for the cost of the service within 24 hours of your appointment by our practice portal, TheraNest, and appear as such on your statement. There will be no fee for using your credit card, so the amount charged will be the exact session rate. We also accept payments in advance via cash or check. A monthly billing statement can be provided to submit for possible out-of-network reimbursement.

#### Payment for Group Treatments

Group treatments (e.g., Social Skills, Parent Training) that are time-limited and space-limited require the full session payment for all dates before the group starts. Once a group starts, there are no refunds for missed days for any reason, even if notice is given.

#### Payment for Testing Services

Testing services that are time-limited require the cost of the evaluation to be paid in full prior to the start of the evaluation, unless stated otherwise in the appointment letter. If testing is prematurely terminated, MPG may be unable to provide any feedback about the test results or a written report. In addition, if testing is discontinued, clients are still responsible for the payment of time spent; partial refunds will be issued for the remaining time. Clients will be charged the full session fee for cancellation notices provided within 48-hours of the scheduled appointment, barring last-minute emergencies or illnesses.

#### Out of Network Services

MPG is out of network; we do not accept insurance for mental health and testing services. The client is responsible for paying the rate for the service upon service delivery. Some insurance companies require a pre-authorization as well as an ongoing authorizations to receive reimbursement for out of network services. CPT codes are available upon request. It is the client's responsibility to verify their out of network benefits prior to the start of services. All clients with paid balances will receive a monthly billing statement with the

appropriate codes required for reimbursement. When submitting your claims and our receipt for reimbursement, note to your insurance company that checks should be issued to the client, and not to the provider. We cannot endorse, cash and reimburse patients for checks made payable to our company. Some of our services such as behavioral support monitoring, telephone and email consultation, report writing, observations, behavior plans, documentation requests, traveling for appointments out of office, and other non-direct patient care services are out-of-pocket expenses that might not be reimbursed by your insurance.

#### Electronic Communication

MPG takes reasonable precautions in following Health Information Privacy recommendations per the U.S. Department of Health & Human Services in the use of unencrypted email to communicate with patients, such as sending receipts, scheduling appointments and coordinating care with collateral providers. Also, I may receive marketing or promotional emails from MPG which I can "opt-out" of at any time.

#### Late & Non-Payment

MPG will charge your credit card on file through our practice portal, TheraNest, for any services rendered, missed sessions, or any last-minute cancellations. Non-payment may result in legal action and/or incur additional fees.

#### Payment for Non-Direct Patient Care Services

Telephone and email consultation, supervision, report writing, observations, behavior plans, eDRC, documentation requests, travel time, court-related requests, and all other non-direct patient care requests are billed at the stated hourly rate, in 15 intervals. There may not be CPT codes for these services, which means that your insurance company will most likely not reimburse you.

#### Confidentiality & Sharing Information

Treatment from MPG is confidential and requests to share patient health information with those outside of MPG require written release. Written release is not required, however, to share patient information internally between MPG staff. A request in writing can be given that information not be shared within MPG. MPG is obligated by law to break confidentiality if the patient is a danger to themselves or others, under court order or when there is suspicion of child abuse. Further, certain information, including PHI, may be disclosed in instances of non-payment and payment disputes.

#### Emergencies

In the event of an emergency, patients should call 911 and/or go to their nearest emergency room. Patients should not contact MPG regarding an emergency, as MPG does not provide 24-hour patient coverage.

#### Photo Consent

I/we give MPG my permission to photograph myself/child for the purpose of identification in records.

Patient/Parent/Guardian Initials:

Date: