

## Clinical & Health Psychology

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### OFFICE POLICIES

Please read before your first visit.

*We welcome you to our practice and thank you for choosing Clinical & Health Psychology for your psychological care. As a valued patient, it is important that you become familiar with our office policies and practices:*

1. Your co-pay is due at the time of service. If a check is returned for non-sufficient funds, there is a \$35.00 returned check fee and this must be paid before your next visit. **Some office services, phone calls, emails, web visits and other activities related to your psychological care may not be covered by your insurance or Medicare. You are financially responsible for all charges.**
2. As the patient, it is your responsibility to provide the office manager with accurate information so that we can verify your insurance and obtain pre-authorization or referrals if necessary. The information obtained from your insurance company is not a guarantee of benefits and you will be responsible for the entire amount allowed by your insurance plan.
3. Some services recommended for your treatment by Clinical & Health Psychology may not be covered by your insurance plan such as psychological testing for learning disabilities. We will do our best to notify you of this based on information from your insurance company. Payments for those items will be due at the time of service and are your responsibility.
4. In order to accommodate all patients, you may be asked to reschedule your appointment if you are late.
5. We require a 24 hour notice for all canceled appointments. If we do not receive a 24 hour notice to cancel your appointment, there will be a failed appointment fee of **\$35.00** and must be paid prior to your next appointment.
6. If your patient account is sent to collections, you will be required to pay the entire balance before you can be scheduled for additional appointments at our office.
7. There is a fee for all paperwork submitted for completion by the psychologist such as Disability or FMLA paperwork. This fee is due upon submission of the paperwork. We require 10-14 business days to complete all paperwork:

1 page	\$15.00
2-3 pages	\$25.00
4 or more pages	\$40.00
All FMLA paperwork	\$40.00
8. There is also a fee for records review pertaining to forensic evaluations. The standard fee for review is \$100.00 per 1 inch of records.
9. Please bring the following information to your initial appointment:

- The completed paperwork enclosed
- A picture ID
- Your insurance card
- Any questions you may have for the provider
- Current Medication list
- Any pertinent test results that may aid in your consultation