

Catherine Kaplan Ph.D., LLC

OFFICE POLICIES

FEES AND PAYMENTS:

Payment is due at the time of service. Credit cards, checks and cash are accepted. **A \$10.00 service charge will be applied if payment is not received at the time of your visit.**

As I am an out-of-network provider except for Penn Behavioral Health and Medicare, you will be provided with a receipt you may submit to your insurance company.

There will be a \$30 service charge for all checks returned for insufficient funds.

FEE SCHEDULE AS OF 2015

Evaluation Session: \$180.00
Full therapy session: \$150.00
Group session: \$45.00

Non-emergency phone calls, and/or letters, reports, or forms requested by client: Prorated based on session fees, except for under 10 minutes.

Medical Record Copies: \$10 plus additional \$1 per page. Please give several days notice for copied or written materials.

PHONE CALLS:

Phone calls are returned as soon as possible, Monday through Friday. If an emergency arises and you are unable to receive a return call in a timely manner, please call 911 OR go to the nearest emergency room.

APPOINTMENTS:

All clients are seen by appointment only. **This office has a 24-hour cancellation policy.** FULL FEE IS CHARGED FOR ALL MISSED APPOINTMENTS OR APPOINTMENTS CANCELLED WITH LESS THAN 24 HOURS NOTICE. (NOTE: If snow or ice is a concern, you will not be charged for a late cancellation, but please let the office know ASAP your intention not to attend during bad weather.) Monthly payments may be made toward missed/broken appointments. Contact the office if you need to do this. **However, the balance must be paid in full within 6 months.**

If you have not been seen for 6 months, your chart will be "closed." If you decide to return to the office after this, you will be considered a "new/returning client." **A new evaluation will be required.**