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📍 South Florida & New York Tri-State Area
📍 Telepsychology Across PSYPACT States

Payment Responsibility and Agreement

At Pediatric Psychology Associates, our mission is to deliver exceptional care and meet the needs of our clients. To support continuity of care and provide clarity on our financial and scheduling policies, we kindly ask you to review the following guidelines:

Financial Responsibility

- Payment is required at the time of service unless prior arrangements have been made.
- The responsibility for payment of psychological services provided by PPA rests solely with the patient (caregiver/guardian if the patient is a minor).
- Patients are responsible for their scheduled appointment time, regardless of whether or not a courtesy email/text reminder of the appointment was sent.
- Consultation/Treatment Sessions: Standard consultation and treatment sessions are 45 minutes. Extended (60-minute) and double (90-minute) sessions are available and billed at a prorated rate based on the standard 45-minute session fee.
- Testing/Evaluation Services: Evaluation fees and payment structures vary depending on the specific service provided. *Please refer to the Deposit and Cancellation Policies for Testing/Evaluation Services* below.
- Additional Charges:
 - Charges for additional professional services, such as extended phone or email communications (over 10 minutes), consultations with other professionals (with your consent), preparation of records, written letter requests, treatment summaries, and other services requested outside of standard sessions, will be billed in 15-minute increments at a prorated rate based on the standard 45-minute session fee.
 - Services provided outside the office, including home/school visits or team meetings, may incur travel fees, which would be discussed with the patient in advance.
 - If professional services are required for legal matters (e.g., depositions, testimony, attorney consultations, or completing forms that require professional opinions), legal/forensic fees and policies will apply. Such details would be discussed with the patient at the time of inquiry/request for services.

Cancellation Policy for Consultation/Treatment Services

- **24-Hour Notice Requirement:** In the event a scheduled appointment needs to be cancelled, a minimum of 24 hours' notice is required. Appointments cancelled with less than 24 hours' notice are considered **Late Cancellations/No-Shows**.
- **New Patients:** Please note that new patients who do not provide 24-hour notice of cancellation or fail to attend their initial appointment will be required to submit all history documents, consents, and a credit card authorization form, with payment made in advance, before their appointment can be rescheduled.

PSYCHOLOGICAL SERVICES | CHILDREN, ADOLESCENTS & ADULTS

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- **Late Cancellations/No-Shows:**

- For the first no-show or late cancellation a \$100 fee will be assessed.
- All subsequent no-shows or late cancellations will be charged at the full session rate. For extended sessions (60-90 minutes) and testing appointments, the time reserved will be billed.
- Late cancellations/No-Shows due to illness require a doctor's note within 72 hours to waive charges. Charges will be applied but reversed upon receipt of the note.
- If a patient becomes ill on the day of an in-office appointment, we ask to be notified as soon as possible. To ensure continuity of care and avoid fees for missed sessions, patients will be offered the option to convert the in-person appointment to a telehealth session with the patient and/or caregiver.
- Emergencies eligible for fee waivers include critical hospitalization of a family member, family crises (e.g., a death), natural disasters, or accidents preventing attendance or timely cancellation. Documentation may be required, and each case will be individually reviewed.

- **Excessive Cancellations/No Shows & Recurring Appointments:**

- After three (3) no-shows or late cancellations, therapy services may be terminated. If services are resumed, a credit card will be required to be kept on file and charged at the time the appointment is scheduled. Any future cancellations must be made more than 48 hours in advance to avoid termination of services.
- If you frequently cancel a recurring (standing) appointment, even with advance notice, we may need to release your spot. Regular attendance is important to ensure scheduling runs smoothly and to allow other families the opportunity to utilize available times.

Office Cancellation Procedure:

- To cancel an appointment, patients must contact the **office via text or call (305) 936-1002 or email to appointments@mailppa.com**. If you are calling after hours or unable to reach our front desk team, please leave a detailed voicemail. While our phone system tracks all incoming calls and can verify the number, providing a clear message is essential to ensure your therapist is notified promptly and the necessary steps for rescheduling or follow-up care can be taken.
- While you may choose to email or text your provider directly, they are often in sessions and may not respond promptly. Therefore, it is crucial to cancel directly with the office, especially if the notice is given less than 24 hours before the appointment.
- Please note our automated email appointment reminders do not accept replies

Deposit and Cancellation Policies for Testing/Evaluation Services

Testing services require our clinicians to allocate multiple hours and at times coordinate schedules with other members of our team. Given scheduling complexities and level of commitment from our clinical team, we have established the following deposit and cancellation policies. These policies support smooth scheduling and availability for all patients, and ensure that our patients receive the full benefit of our services.

- **Deposit:**
 - For testing/evaluation services that are completed in one session, deposit of 50% of the total evaluation cost will be collected at the time the testing appointment is scheduled. This includes but is not limited to the following services (gifted, ADOS only, MDDC, school entrance, as well as any evaluation that is completed in one session). This deposit will be applied towards the total balance due at the time services are rendered.
 - If multiple testing sessions are requested to be reserved in advance prior to the initial consultation, a deposit of 50% of the total evaluation cost will be collected at the time the appointments are scheduled.
- **Cancellations:**
 - For appointments that required a 50% deposit fee (single day testing or advanced scheduling):
 - Cancellations with More than 72 Hours' (3 business days') Notice: Evaluation appointments cancelled with more than 72 Hours' Notice (3 business days) will be eligible for a full refund of the deposit.
 - Cancellations with less than 72 Hours' (3 business days') Notice but More than 24 Hours' Notice: For evaluation appointments cancelled with more than 24 hours' notice but less than 72 hours' (3 business days) notice, the deposit will not be eligible for refund, but could be applied to a future, rescheduled appointment.
 - Cancellations with Less Than 24 Hours' Notice or No-Shows: If the scheduled testing appointment is cancelled with less than 24 hours' notice or missed without notice, the deposit will not be refunded. Exceptions would only include cases of emergencies or exceptional, documented circumstances, such as illness supported by a doctor's note. In the absence of such circumstances, the deposit is forfeited, and an additional 50% deposit will be required to reschedule the missed appointment(s).
 - For testing appointments that are cancelled with less than 24 hours' notice that have had an Initial Consultation and are completed over several sessions, the time reserved will be billed (at the consultation rate) for any scheduled appointment that is cancelled with less than 24 hours' notice.
- **Excessive Cancellations/No Shows:**
 - After three (3) Late Cancellations/No-Shows or Cancellations (regardless of the cancellation reason), testing services may be terminated. If services are resumed, a credit card will be required to be kept on file and charged at the time the appointment is rescheduled.

Thank you for your understanding and cooperation. These policies help us provide the best possible care to you and all of our clients. If you have any questions or need further clarification, please do not hesitate to contact our office.