

# **Spencer H. Gelernter, Ph.D. & Associates**

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## **FOR YOUR INFORMATION**

### **OFFICE HOURS**

Our office is open Monday through Friday, but each therapist sets his or her own schedule and availability varies. We often have early morning and evening appointments. Appointments can be scheduled or changed by the office manager 8:30 a.m. to 5:00 p.m. If it is necessary to cancel an appointment, you can leave a message in voice box #10 or call during business hours.

### **CANCELLATIONS**

Because we reserve a specific time for your appointment, we are not free to offer that time to anyone else whom might want or need it. Therefore, all appointments not cancelled at least 24 business hours in advance are charged at the full fee. (Cancellation due to sickness or an emergency is, of course, an exception.)

Monday appointments must be canceled by Friday so that we can fill the appointment time. You can call during business hours or leave a message in voicemail box #10.

### **APPOINTMENTS**

When you make an appointment in our office, we set aside a specific period of time (routinely 50 minutes) for you. Promptness is important. If you are late, we do not extend your session beyond the time reserved for you, because it would infringe on the next patient's appointment. You will be expected to pay the full fee.

### **TELEPHONE**

Our office phone number is (770) 509-8266. We each have a confidential voice mailbox. If you call during or after office hours and no one is available to answer your call, you will hear a message telling you how to leave a message for either your therapist or the office manager.

### **EMERGENCIES**

After hours, the phone system is forwarded to a "night message," which gives directions on how to leave a message and, in case of an emergency, how to call our answering service. The answering service will page your therapist immediately if it is an emergency.

*(Please see other side.)*

## **PAYMENT FOR SERVICES**

Fees are payable at the time of each session.

When services include a series of tests or evaluations, payment is expected in full at the first appointment session. Providing a credit card number to be kept on file in our office is especially helpful to parents whose children are old enough to come into the office alone. The receipt can be given to the child when they leave the office, or it can be mailed to the parents.

Typically, when clients are seen off-site (at school, in a nursing home, etc.) on a regular basis, it has been customary for parents or families to create a “retaining balance” from which to draw the fee for each session or to provide a credit card number so payment can be processed on the date of service. We have found that it is less confusing families if we handle it in this manner, rather than requiring their payments to be mailed each week.

For your convenience, payments can be made by cash, check, MasterCard, or VISA. There is a fee of \$25 for returned checks.

Because payment is expected at the time of service, our office does not routinely mail out statements of account. It is the responsibility of the patient to see that his/her account is kept current.

## **INSURANCE**

We do not file insurance claims. At the time of payment, we will provide you with a receipt that will include all the information routinely required by an insurance company for processing your claims.

We are declined to participate as “network providers”. For the purpose of filing insurance claims, we are referred to as “out-of-network” providers.

If you wish to know what your benefits are for psychological or mental health services by an “out-of-network” provider, call your insurance company.

If your insurance company requires pre-authorization for services, at your request and with your written permission, we will be glad to provide the necessary information to assist you with the process of obtaining approval for services.

We request a copy of your insurance card or information pertaining to your insurance coverage only for the purpose of being better able to assist you, should your insurance carrier request further information related to your claim.

## **INFORMATION**

If you have any questions, please feel free to call the Office Coordinator at (770) 509-8266 ext 10.

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