

Billing/Payment Policy

West End Consultation Group (WECG) is dedicated to providing you with high quality mental health care. We are in network providers with several insurance companies and will submit invoices to them for payment on your behalf.

1. Clients wishing to use insurance benefits need to provide West End Consultation Group with their current insurance information when scheduling the first appointment. You will be requested to send a copy of your insurance card at the time you schedule your appointment.
2. Verification of benefits is not a guarantee of payment and it is the clients' responsibility to call the customer service number on the back of their insurance card to have a full understanding of what services are covered. Please contact your insurer prior to your first appointment in order to understand your benefits.
3. It is also the clients' responsibility to notify WECG of any insurance changes. Failure to do so, which could result in a claim denial, will then be the responsibility of the client to pay.
4. It is your responsibility to know your co-pay, deductible, and co-insurance prior to your initial appointment.
5. West End Consultation Group does not do Single Case Agreements with insurers for appointments. If we receive Single Case Agreement forms from your insurer, you will need to pay for your appointments and send receipt for your payment to the insurer for reimbursement.
6. The fees for appointments with the different providers at WECG will be provided upon request. Payments are accepted by means of check, cash, or credit card. A NSF fee of \$40.00 will be collected on all returned checks.
7. CO-PAYMENTS, in the form of check, cash, or credit card must be made at the time of service. We cannot waive co-pays, co-insurance or deductibles.
8. If your insurance company requires a co-insurance and/or deductible to be paid by you, this amount is due when the claim is processed. WECG requires a credit card on file for all clients with a deductible and/or co-insurance. Your credit card, encrypted and stored securely, will be charged at the end of the month for any unpaid balance in that account billing cycle. If you have a high deductible plan (over \$1500) a \$200 deposit will be collected at the time of check in for each appointment. This deposit will be applied to the deductible amount owed for the appointment.
9. Clients have the option to pay their WECG balances online by going to the WECG website.
10. Statements will be provided to clients monthly with balances due and payment is required upon receipt. Services may be temporarily interrupted for past due balances until arrangements for payment is made.
11. Any balances due on your account **MUST** be paid no later than 48 hours prior to your next appointment. **Non-payment will result in automatic cancellation of your appointment.**

My signature below means that I understand and agree with all of the points above.

Patient Name: _____ Date of Birth: _____

Patient Signature

Date