
DEDICATED TO EXCELLENCE IN THE INTELLECTUAL, EMOTIONAL, AND BEHAVIORAL DEVELOPMENT OF YOUNG PEOPLE

8/15/2012

Dear Arete Parents and Families:

I am writing to institute a new payment policy for all Arete clients that will be effective immediately. As an added convenience for the financially responsible party for Arete clients, I have added the ability to pay for sessions and services using Visa, MasterCard, and Discover credit/debit cards. Please note that if you wish to use an HSA card, the HSA account must be funded and available to debit at any time. If the HAS account is not funded and charges are declined more than once we will have to ask to have a regular credit card in the file.

The process will be handled by me directly using a highly secure and fully HIPPA compliant professional online billing company called Professional Charges, LLC. For more information on this company please see: professionalcharges.com. After extensive research and investigation, I have been able to verify the reliability, reputation, and general outstanding professionalism of this company. It is widely used by psychotherapists and has an excellent track record and is simple, efficient, and easy for everyone to use.

The system works in the following way. We have new Payment Agreement and Credit Consent forms that includes permission to debit the card on file with the appropriate and agreed on charge for a session or other services. This data will be entered into the secure server at Professional Charges, LLC, who take great pains to safeguard the security and privacy of this (these) data. When clients come for a session, the financially responsible party may of course choose to pay by check or cash but if not then I will debit the card for the appropriate amount at the time of the service. Due to the cost of initiating the online process, there will be a **one-time set up fee of \$25.00** the first time the card is used and therefore activated. Charges will appear on the credit card statement as "Profcharges" or "ProfessionalCharges" and the company is based in California, so that will be indicated as well.

Parents may choose to use this system to pay for all services if they wish, and this is an especially convenient option for parents of older children who do not usually accompany their kids to the office. It will also serve to simplify the process of payment for services that are not rendered directly, such as phone calls, letters, consultation calls, PPT meetings, etc. I believe this will be an effective way to offer families more options to handle payments in the manner of their choosing, and it addresses the fact that many people simply do not use checks regularly in this age of electronic finances. Obviously, debiting of the card will only occur for agreed on and appropriate charges and parents may request a receipt for all debits that occur. HICF claim forms will still be filled out and this method of payment will not affect any insurance re-imbusement that is (or should be) occurring.

At this time we have found it necessary to make it Arete policy to have an active credit card on file even if a family chooses to pay each week or for other services by check/cash. It is simply not an efficient use of time or generally even possible to evaluate on a case-by-case basis whether having a card on file will be necessary so we ask that every financially responsible party provide one. Unless there are special circumstances, this is a non-negotiable policy. Thank you for your cooperation in this process, and please do not hesitate to contact me if you have any questions or concerns regarding this change.

Sincerely,

Scott Abbott, Psy.D