



Responsive Centers for Psychology and Learning

7501 College Boulevard, Suite 250 ♦ Overland Park, Kansas 66210

Telephone: (913) 451-8550 ♦ Fax: (913) 469-5266

Thank you for choosing Responsive Centers for Psychology and Learning. Our clinicians are pleased to help you address your mental health care and educational needs. We value you as a client and would like to take this opportunity to acquaint you with some office procedures.

To Contact Your Clinician

Our clinicians are happy to return your calls within 24-hours. Just leave your area code, phone number, and a brief message in your clinician's confidential voice mailbox and your call will be returned.

If this is an emergency during office hours, you may call our phone number and dial extension 100 or 102 and our courteous and helpful staff will contact your clinician. If this is an emergency after office hours, please call 911, or if you prefer to speak to our on-call clinician, you may dial 913-791-2402.

Follow-up scheduling

You may schedule a follow-up appointment at the front desk before you leave or call extension 100 or 102 to schedule your follow-up appointment.

24-Hour Cancellation Policy

We have a 24-hour cancellation policy. Please contact us to avoid being charged. If you call and get voice mail, please leave your name, area code, phone number, clinician name, appointment time and day, and we will be glad to return your call to reschedule.

Release of Information

A completed Release of Information Form is required for each person that will be receiving any information or record of your therapy. These are available at the front desk upon request.

Insurance

Most health insurance plans provide coverage for mental health visits. Your health insurance booklet will provide information regarding eligibility and benefits of your specific plan. If you have questions about your coverage, please contact your plan administrator. ***You may be required to obtain prior authorization from your insurance carrier before treatment begins. Employee Assistance Programs (EAP) require patients to contact them directly for a referral before they will authorize treatment.***

If your clinician participates with your insurance company, we will file a claim for benefits to be paid directly to Responsive Centers. We cannot file an insurance claim until you provide a copy of your insurance card and you sign the required paperwork. Any disputes with regard co-pay, deductible, or level of benefit must be resolved between you and your insurance company. Co-pays are due at each visit. It is important that you notify our Business Office of any changes in your insurance coverage during your course of treatment. Failure to do so may result in out-of-pocket expense. Questions regarding insurance can be directed to our Business Office at (913) 469-5111.

If your clinician does not participate with your insurance company, or if you choose not to use your insurance benefits, payment in full is expected at the time of service. We will be happy to provide you with a Visit Summary for therapy services that you can submit to your insurance company for reimbursement.

Responsible Party

We recognize that many children live with two separate families. While you and your child's other parent may have an agreement about paying for health related appointments, we are not able to be an intermediary in that process. The parent who signs the paperwork at the initial visit will be considered the responsible party for all patient balances.

Feel free to contact our helpful and supportive staff with any questions or concerns you may have. We welcome you to Responsive Centers and look forward to providing you caring and efficient service.