



# WEST END NEUROPSYCHOLOGY

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Welcome to West End Neuropsychology, LLC. The information contained in this document reflects important information about my professional services and business policies. Please read the document carefully and we will review the document during our first meeting. Your signature indicates you are in agreement with the psychological services contract.

## **ASSESSMENT SERVICES**

Psychological assessment is a beneficial tool for better understanding an individual's psychological and/or neuropsychological functioning. You may have been referred for evaluation by a physician or another mental health provider or you may be self-referred for treatment. At West End Neuropsychology, I provide both comprehensive psychological assessment and neuropsychological assessment services. All assessment services (psychological and neuropsychological) consists of three appointments. The first appointment is the initial intake interview and will last 50-60 minutes. During this session, I will ask you a number of questions about your current concerns and what brings you in for evaluation as well as gather information about your background (for example, medical history, educational history, job history, etc.). If you need pre-authorization for assessment from your insurance company, I will work to obtain this authorization prior to scheduling you for the second appointment. If we do not need pre- authorization, you will be scheduled for the second appointment at the conclusion of our first appointment. The second appointment is the testing appointment and generally lasts between 2-3 hours. If you are having a psychological assessment, this testing appointment will be used to complete a more detailed interview as well as completing detailed questionnaires about past and present psychological functioning. If you are having a neuropsychological appointment, this testing appointment will be used to complete paper and pencil and computerized tests of cognitive functioning (memory, attention, language, processing speed, etc.). The third and final appointment is the feedback appointment which lasts 50-60 minutes. During the final appointment, I will review the findings of the evaluation with you and we will talk about specific recommendations and ways to improve overall functioning. I write a comprehensive report and this report

can be released to a treating provider with your written consent and a copy of the report can be provided to you as well if you would like a copy for your records. I will only release records if you sign a release of information for me to do so or if the records are court-ordered.

## **PSYCHOLOGICAL SERVICES**

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the psychologist and patient, and the particular problems you hope to address. There are many different methods I may use to deal with those problems. Psychotherapy is not like a medical doctor visit. Instead, it calls for a very active effort on your part. In order for the therapy to be most successful, you will have to work on things we talk about both during our sessions and at home.

Psychotherapy can have benefits and risks. Because therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy has also been shown to have benefits for people who go through it. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. There are no guarantees as to what you will experience.

The first appointment is the initial intake interview and will last 50-60 minutes. During this session, I will ask you a number of questions about your current concerns and what brings you in for evaluation as well as gather information about your background (for example, medical history, educational history, job history, etc.). By the end of the first appointment, I will be able to offer you some first impressions of what our work will include. I strongly encourage you to think about your own opinions about whether you feel comfortable working with me. At the end of the evaluation, I will notify you if I believe that I am not the right therapist for you and, if so, I will give you referrals to other practitioners whom I believe are better suited to help you.

Therapy involves a commitment of time, money, and energy, so you should be very careful about the therapist you select. If you have questions about your treatment, we should discuss these concerns when you have them.

## **APPOINTMENTS FOR PSYCHOTHERAPY**

If we agree to begin psychotherapy, I will usually schedule one 45 or 60 minute session every week or once every two weeks. We will decide together how frequently we should meet to best meet your needs. Once an appointment hour is scheduled, you will be expected to a no-show fee of \$50.00 for psychotherapy and \$100 for a testing appointment unless you provide 24 hours advance notice of cancellation (or unless we both agree that you were unable to attend due to circumstances beyond your control such as sudden illness of you or someone you are caring for or inclement weather). If you have three missed appointments (not providing 24 hour advanced cancellation) in a six-month appointment, we will re-evaluate the treatment contract and determine if this is the best time for psychological treatment.

## **PROFESSIONAL FEES**

My hourly fee is \$200 for a 1-hour diagnostic intake interview (includes report), \$200 per hour of psychological/neuropsychological testing (number of hours required vary depending on the nature of the evaluation), and \$125 for a 50-minute psychotherapy session. If you have insurance and wish for me to bill insurance, I will do so for you. You are responsible for your co-payment at the time of the session.

Individual insurance plans vary in terms of what they cover for psychological/neuropsychological evaluations and psychotherapy and your financial responsibility will be determined on a case-by-case basis. In addition to regular appointments, I charge this same hourly rate for other professional services you may need, though I will prorate the hourly cost if I work for periods of less than one hour. Other professional services include telephone conversations lasting longer than 10 minutes, attendance at meetings with other professionals you have authorized, preparation of treatment summaries, and the time spent performing any other service you may request of me. If you become involved in legal proceedings that require my participation, you will be expected to pay for any professional time I spend on your legal matter, even if the request comes from another party. I charge \$350 per hour for professional services I am asked or required to perform in relation to your legal matter.

## **BILLING AND PAYMENTS**

You will be expected to pay for each session at the time it is held, unless we agree otherwise or unless you have insurance coverage that requires another arrangement. A credit card number will be kept on file and automatically billed each session for your co-payment/financial responsibility. The credit card will not be billed if you provide a different method of payment at the time of the session. In circumstances of unusual financial hardship, I am willing to negotiate a payment installment plan.

If your account has not been paid for more than 90 days and arrangements for payment have not been agreed upon, I have the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court. If such legal action is necessary, its costs will be included in the claim.] In most collection situations, the only information I will release regarding a patient's treatment is his/her name, the dates, times, and nature of services provided, and the amount due.

## **INSURANCE REIMBURSEMENT**

In order for us to set realistic treatment goals and priorities, it is important to evaluate what resources you have available to pay for your treatment. If you have a health insurance policy, it will usually provide some coverage for mental health treatment. I will fill out forms and provide you with whatever assistance I can in helping you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of my fees. It is very important that you find out exactly what mental health services your insurance policy covers.

You should carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions about the coverage, call your plan administrator. Of course, I will provide you with whatever information I can based on my experience and will be happy to help you in understanding the information you receive from your insurance company. If necessary, I am willing to call the insurance company on your behalf to obtain clarification.

You should also be aware that most insurance companies require that I provide them with your clinical diagnosis. Sometimes I have to provide additional clinical information, such as treatment plans, progress notes or summaries, or copies of the entire record (in rare cases). This information will become part of the insurance company files. Though all insurance companies claim to keep such information confidential, I have no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. I will provide you with a copy of any records I submit, if you request it. You understand that, by using your insurance, you authorize me to release such information to your insurance company. I will try to keep that information limited to the minimum

necessary.

Once we have all of the information about your insurance coverage, we will discuss what we can expect to accomplish with the benefits that are available and what will happen if they run out before you feel ready to end our sessions. It is important to remember that you always have the right to pay for my services yourself to avoid the problems described above [unless prohibited by the insurance contract].

## **CONTACTING ME**

I am often not immediately available by telephone. I will check my voicemail messages during the lunch hour on weekdays (12-12:45 p.m.) and will make my best effort to return your phone call, although I cannot guarantee a return phone call during this time. I will check messages again at the end of the day at 6:00 p.m. When I am unavailable, a voicemail message can be left for me. I will make every effort to return your call on the same day you make it, with the exception of weekends and holidays. When you leave a voicemail message, please inform me of some times when you will be available. If you are unable to reach me and feel that you cannot wait for me to return your call, contact your family physician, call 911, or go to the nearest emergency room. If I will be unavailable for an extended time, I will provide you with the name of a colleague to contact, if necessary.

## **ELECTRONIC COMMUNICATION POLICY**

### Email Communications

I use email communication only with your permission and only for administrative purposes. This means that email exchanges should be limited to things like setting and changing appointments, billing matters and other related issues. Please do not email me about clinical matters because this is not a secure way to contact me. If you need to discuss a clinical matter with me, please feel free to call me so we can discuss it on the phone or wait so we can discuss it during your therapy session. The telephone or face-to-face context simply is much more secure as a mode of communication.

Email should not be used to communicate with me in an emergency situation. I make every effort to respond to emails and phone calls within 24 hours, except on weekends and holidays. If you are unable to reach me and feel that you cannot wait for me to return your call, contact your family physician, call 911, or go to the nearest emergency room.

### Social Media

I do not communicate with, or contact, any of my patients through social media platforms like Twitter and Facebook. In addition, if I discover that I have accidentally established an online relationship with you, I will cancel that relationship. This is because these types of casual social contacts can create significant privacy risks for you.

## **CONFIDENTIALITY**

In general, the privacy of all communications between a patient and a psychologist is protected by law, and I can only release information about our work to others with your written permission. But there are a few exceptions.

There are situations in which I am legally obligated to take action to protect others from harm, even if I have to reveal some information about a patient's treatment. For example, if a patient reports that a child (younger than age 18) or elderly person (defined by Virginia as age 60 or older) is being abused or neglected, I am mandated to make a report to Child Protective Services or Adult Protective Services. If a patient makes reports of threatening serious bodily harm to another, I am required to take protective actions. These actions include notifying the potential victim, contacting the police, and/or seeking hospitalization for you (the patient). If you voice intention to seriously harm yourself, I am obligated to seek hospitalization for you.

Receipt and Acknowledgement of Services Contract

I acknowledge that I have received, been given an opportunity to read West End Neuropsychology, LLC's Services Contract, and provided with a copy of the contract. Your signature below indicates that you have read the information in this document and agree to abide by its terms during our professional relationship.

\_\_\_\_\_  
Patient's Printed Name

\_\_\_\_\_  
Patient's Signature (Parent or Legal Guardian if Client is a Minor)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Jennifer C. M. Lumpkin, Psy.D., ABPP

\_\_\_\_\_  
Date