



Wayne Psychological Group LLC

OFFICE INFORMATION

Important Numbers

Office: 973-527-4411 Fax: 973-527-4409

Emergency Number: 973-831-1303 *For extreme emergencies only.*

Street and Mailing Address: 45 Carey Avenue, Suite 204, Butler, NJ 07405

Tax ID# 263958892

Important People

Pam Kowalsky – Office Manager

Call PAM if you have any billing questions or need insurance information, or need to change an appointment.

Voice Mail - Available after Pam goes home. The psychologists do not usually pick up the phone when in session so as to keep the session going smoothly. Voice Mail is also available when everyone goes home. Sooner or later, you are going to get Voice Mail.

The Emergency Number: 973-831-1303. *(To be used sparingly, very sparingly, and only in an emergency).* Usually, the on-call provider will call you right back. Sometimes a call back might be delayed; such as if the on-call provider is attending a concert or play, or is out of range.

The Providers - Licensed by the N.J. Boards of Psychological Examiners or Social Work Examiners, which are divisions of the Department of Consumer Affairs.

Emile B. Gurstelle, Ph.D.

Lic. # 35SI00160800

Licensed Psychologist

Eileen W. Stahl, Ph.D.

Lic. # 35SI00395300

Licensed Psychologist

How long are psychotherapy sessions? – 45 minutes, but may be a little bit longer on your first visit.

Over _

Payment Information

We accept cash, checks, money orders, travelers' checks, as well as credit, debit and FSA cards. There is a \$30 charge for checks returned for any reason.

Ordinarily, you make payment at the time of each appointment. As a service to you, we automatically bill your insurance company directly. You are responsible for paying your deductible, co-payments and/or coinsurance at the time of your visit. These fees cannot ordinarily be waived due to various government and insurance regulations.

Please note: If a former or estranged spouse is responsible for paying your or your child's medical bills, you will be required to make the payment at the time of your visit, regardless of court orders. It is up to you to get reimbursed from the responsible party. We will not be a third party to any dispute between you and a former or estranged spouse. There are no exceptions to this rule. The adult bringing the child to the office is the one who makes the payment to us.

If you belong to managed care, and we are participating providers in the network, payment arrangements are governed by your insurance contract and our contract with the managed care company. Pam can usually help you out with this. Sometimes, you or we must obtain precertification before or immediately after your first appointment. In unusual instances, your managed care or insurance company may determine that your therapy is not "*medically necessary*." If this happens, you will be responsible for full payment of your bill. Please check your policy.

Marriage Counseling is *NOT* covered by insurance. Insurance will cover FAMILY THERAPY if at least one member of the family has a diagnosable psychological condition, such as an anxiety or depressive disorder.

Missed Appointment Policy

Those who get the most out of their therapy make their appointments a priority, and schedule other events around them. So theoretically, there shouldn't be any missed appointments. However, occasionally an appointment must be changed. When this happens, please try to call at least two days ahead of time. Not only does it give us time to reschedule you, but it also is fair to other people seeking appointments. Sometimes we have people waiting for an appointment. If you call and cancel at the last minute, we may be unable to schedule someone who needs an immediate appointment. In case of snow and ice, a telephone or Skype or FaceTime session will suffice.

In view of all this, ***we charge \$75.00 for a missed appointment or an appointment not canceled at least 24 hours in advance.*** These charges cannot be billed to your insurance company.

Managed Care and Confidentiality

We do our utmost to ensure confidentiality of your records. However, if you or your employer has selected a managed care plan, we may need to file an outpatient treatment report in order to get precertification for your visits. While we don't expect there to be any breach of confidentiality on the part of your managed care company, we *cannot* guarantee the confidentiality of medical records once they leave this office. As such, some patients choose to pay privately. You should take this into consideration when you make the decision whether to pay privately or use your insurance.

Thank you for choosing our practice.

Revised 02/17/2015