



PAYMENT POLICY

You are entitled to the insurance benefits due to you for the services we provide. Although Wisconsin state law requires that insurance companies respond to claims within 30 days of submission, over the past year we have had to wait 6-12 months for a response and payments. When we, the provider complain, it seems that no action is taken. When you, the insured, submit the claim and/or complain, they respond almost immediately. We have been informed that their fear is that you will file a complaint with Wisconsin State Insurance Commissioner. That agency, which licenses all insurance companies in the state, pays particular attention to "consumer" complaints.

In order to help you get your benefits quickly, we have the following payment policy:

1. We collect the full fee at the conclusion of each counseling session (check, cash, or credit card are acceptable).
2. Within 5 days, we will submit a claim to the insurance carrier from the information you provide.
3. Upon receipt of payment by them we will immediately forward to you a refund check for the monies you paid for the counseling session for which they paid.

Please feel free to call our Accounts Manager with any questions you may have.

John P. Rader, MSW, LCSW
Director

Brenda Moy
Accounts Manager
262-513-2022