



CLINICAL & FINANCIAL PRACTICE POLICIES

The following guidelines establish the operational and financial framework for Ally Psychological Services. By engaging in treatment with us, you agree to adhere to these terms.

1. Session Structuring and Time Blocks

To ensure maximum clinical efficacy, all appointments are scheduled for specific, dedicated time blocks:

- **Psychotherapy Sessions:** The standard clinical hour is **53 minutes**. Sessions extending past this time due to client request or clinical necessity will be billed in 10-minute prorated increments based on the clinician's hourly rate. If you choose to leave a session early, you remain responsible for the full session fee.
- **Psychiatric / Medication Management:** Intake evaluations are **53 minutes**. Follow-up appointments are strictly structured as **25-minute** or **53-minute** blocks. We do not offer 15-minute abbreviated sessions.
- **Psychological Evaluations:** Evaluation services are billed at **\$400 per hour** and are typically booked in 4-to-6-hour blocks.

2. Standard Fee Schedule

Ally Psychological Services operates strictly on a private-pay (out-of-pocket) basis. Fees are determined by the provider's credentials and specialization:

Service Type	Master's Level Provider	Doctoral Level Provider	Psychiatric Provider
Standard Intake / Therapy Hour (53 Min)	\$175.00	\$200.00 - \$225.00	\$300.00 (Age 14+) \$400.00 (Age 13 & under)
Specialized Therapy Modality (EMDR, Couples, or Family)	\$200.00	\$225.00 - \$250.00	N/A
Medication Management Follow-up (25 Min)	N/A	N/A	\$150.00 (Age 14+) \$200.00 (Age 13 & under)
Extended Medication Management Follow-up (53 Min)	N/A	N/A	\$300.00 (Age 14+) \$400.00 (Age 13 & under)

3. Payment, Card-on-File, and Delinquency Policies

- **Card on File Mandate:** All clients are required to maintain a valid credit or debit card securely stored in our HIPAA-compliant system.
- **Day-of-Service Billing:** Your card on file will be automatically processed the morning of or immediately following your scheduled session. We do not issue monthly invoices or carry balances.
- **Declined Payments & Treatment Pauses:** If a transaction is declined, our administrative team will notify you. If a valid payment method is not provided within **3 business days** of the decline, all future scheduled sessions will be automatically paused. Clinicians cannot conduct sessions for accounts with outstanding balances unless special arrangements have been made with the approval of the office.
- **Returned Payment Fee:** Any paper checks returned by the bank for insufficient funds, or disputed credit card chargebacks that are found in favor of the practice, will incur a **\$50.00 administrative fee**.

4. Strict Attendance and Cancellation Policies

Because your appointment time is reserved exclusively for you, Ally Psychological Services enforces a firm cancellation policy. Late cancellations deny other clients access to care and disrupt provider schedules.

- **Standard Sessions (1 Hour or Less):** We require a minimum of **24 hours' notice** to cancel or reschedule. Cancellations made with less than 24 hours' notice, or missed sessions (no-shows), will be billed automatically at the **full standard session fee**.
- **Extended Services (More than 1 Hour):** For evaluations, intensive workshops, or Ketamine-Assisted Psychotherapy (KAP) sessions, we require a minimum of **48 hours' notice**. Late cancellations or no-shows for these extended blocks will be billed automatically at the **full rate of the scheduled time block**.
- **Late Arrivals:** If you arrive late to a session, the session will still conclude at its originally scheduled time to protect subsequent clients. You remain responsible for the full fee.

5. Ancillary Administrative & Phone Consultation Fees

Professional services performed outside of your face-to-face sessions require significant clinical focus and may be billed at the provider's standard prorated hourly rate:

- **Paperwork & Letters:** Requests for Treatment Summary Letters, school forms, documentation reviews, or clinical summaries will not be billed at a flat rate. They are billed in 15-minute increments based on your provider's hourly rate.
- **Inter-Session Phone Consultations:** Brief administrative calls regarding scheduling are free. However, clinical phone conversations with a client, parent, or guardian lasting **10 minutes or longer** will be billed retroactively from minute one in 10-minute increments at the provider's standard rate. It is the client/guardian's responsibility to monitor call duration.

6. Forensic, Legal, and Court-Ordered Services

As stated in our Informed Consent, Ally Psychological Services only provides legal evaluations or court testimony in specific situations. In the rare event that a provider voluntarily or is legally compelled via subpoena to participate in a deposition, court hearing, or legal matter, a specialized **Forensic Retainer Agreement** must be executed.

- **Legal Fees:** All legal preparation, attorney consultation, travel time, waiting time, and court appearances are billed at a legal rate of **\$350.00 - 500.00 per hour**, regardless of the provider's standard rate. A non-refundable retainer must be paid in full prior to any legal participation.

7. Prescription Refill Protocols

- **Refill Timeline:** We require **two (2) business days** to process medication refill requests.
- **Submission Channel:** Refill requests will **not** be accepted via text message, phone call, or email. All requests must be submitted securely through the designated Refill Submission Form on our website (<https://allypsych.com/refill/>).
- **Clinical Compliance:** Refills will only be granted if you are compliant with your scheduled psychiatric follow-up appointments. If you skip a required follow-up, refills may be withheld until an appointment is booked and/or attended.

8. Communication and Boundaries

- **Telephone/Portal Accessibility:** Providers are locked in sessions throughout the day and are not immediately available. Non-emergency messages left on the business' primary number will be returned within **one (1) business day** (Monday through Friday). Messages left on your provider's direct number or email will be returned within **two (2) business days**.
- **Zero-Tolerance Texting Policy:** To protect your HIPAA privacy and maintain professional boundaries, clients are strictly prohibited from texting providers on their personal cell phone numbers. Any texting on a provider's direct number should be relevant to scheduling. Texting is not an appropriate form of communication for therapy.
- **Session Conduct:** Effective treatment requires an environment of mutual respect. Hostile, intimidating, or abusive language/behavior directed at providers or administrative staff will result in the immediate termination of the session (billed at the full rate) and potential discharge from the practice at the sole discretion of the practice owner, Dr. Adam Assoian.
- **Substance Use Policy:** Ally Psychological Services enforces a zero-tolerance policy for substance under-the-influence presentation. If a provider suspects a client is under the influence of alcohol or illicit substances during a session, the session will be terminated immediately for safety reasons, and the full fee will apply.

9. Treatment Boundaries for Minors

For clients under the age of 18, parents or legal guardians retain legal rights to access clinical information. However, effective psychotherapy requires a safe, private space for the minor. Your provider will discuss an agreement with the minor and the guardians at the onset of treatment establishing what information will remain confidential and what safety-related concerns will be automatically disclosed to guardians.

10. Inactivity and Clinical Termination

- **The 4-Week Inactivity Rule:** To prevent clinical abandonment and manage caseload numbers, if you fail to schedule an appointment or have zero communication with your provider for **four (4) consecutive weeks**, the professional relationship will be considered formally concluded due to inactivity. To resume services after termination, you must re-apply as a new client and may be placed on a waiting list.
- **Administrative Discharge:** Ally Psychological Services reserves the right to terminate treatment if it is determined that therapy is not being effectively utilized, boundaries are continuously violated, or your financial account remains in default. Upon discharge, a list of alternative community referrals will be provided to ensure continuity of care.

ACKNOWLEDGMENT AND COMPLIANCE AGREEMENT

By signing below, I certify that I have read, understood, and agree to abide by the clinical, financial, and administrative policies of Ally Psychological Services, LLC. I authorize Ally Psychological Services to automatically charge my credit card on file for services rendered, late cancellations, and prorated administrative fees as outlined above.