



☎ 810.334.8895

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www.Myndset-Therapeutics.com

Patient Account Balances

COPAYS:

- Patients will be contacted after their appointments to collect any copays due for that date of service. If the balance is not paid before the next session, the session may be postponed until the account is up to date.
- If you are unable to make the copay payment on the date of service, please contact our office to make arrangements that accommodate both your balance and financial situation.

DEDUCTIBLES:

- Deductible balances are due once your account reflects the amount owed after processing your insurance claim.
- Payment is required in full unless a payment plan has been established. Account balances must remain below \$250. If a payment plan is set up, please notify us so we can monitor your account and help keep it in good standing. If your balance exceeds \$250, it must be paid down before scheduling the next session, unless prior arrangements have been made.
- All balances must be paid in full before the start of your insurance's new calendar year, typically January 1st, or the date your plan resets. If balances remain unpaid past this date, sessions may be paused until your account is settled.

PRIVATE PAY:

- Patients opting for private pay are required to keep a card on file and are responsible for paying the agreed-upon amount on the date of service. Cards will only be charged after a session is completed or if a late cancellation or no-show fee is applied to your account. Myndset Therapeutics uses IVY-PAY, a HIPAA-compliant payment platform, to process these charges. All payment notifications will be sent via text message for your convenience.

For any questions or assistance, our office can be reached at **810-334-8895, Monday through Friday, 9:00 AM to 7:00 PM.**

If you are experiencing financial hardship, please contact us to explore potential arrangements that may work for both parties.