



Welcome to Complete Children's Health Psychology Services!

Our Psychology Clinic is a specialty clinic staffed by Pediatric Psychologists. Services are provided to children, adolescents, and their families for developmental, behavioral, emotional, social, and school problems. Our goal is to collaborate with your child's pediatrician to provide a comprehensive assessment and treatment for a wide range of behavioral and emotional concerns. If you need to reach the clinic, please contact us at (402) 465-5600.

Appointment Information

An initial appointment for the clinic typically takes 60-90 minutes. The child and at least one of his/her parent(s)/legal guardian must attend the first appointment. We will discuss the child's and family's history as well as the presenting concerns. Limits of confidentiality and additional clinic procedures will be discussed at the initial session.

After an initial appointment, additional therapy appointments may be scheduled. Therapy appointments typically last 45 - 60 minutes. Shorter sessions may be scheduled as needed. Testing and evaluation sessions, if needed, are also conducted after the initial appointment and will vary in length depending on the circumstance.

Important Information To Bring With You To Your Appointment

- Insurance card.
- Any previous testing or evaluation reports.
- Most recent IEP or MDT school records if applicable.

Illness Policy:

Complete Children's Health is dedicated to the health of your child and family. We continue to update our practices and policies to ensure the health and safety of the families we care for and our staff. If anyone attending the appointment answers YES to any of the below questions, **please contact us before coming to your appointment**. To help prevent the possible spread of illness within our offices you may be asked to switch to a telehealth appointment, reschedule the appointment to another time, to wear a mask depending on current symptoms and onset, or our providers may wear a mask. Please notify our office if you would like your Psychologist to wear a mask during your session.

- Do you have a fever greater than 100.4 degrees?
- Do you have cough, nasal congestion (including runny nose), sore throat, nausea or vomiting?

Cancellation Policy

If you cancel your initial appointment less than 24 hours or no show, you may not be able to reschedule. There will be a \$25 fee for any missed appointment or any appointment cancelled less than 24 hours prior to the scheduled appointment time. This fee is considered non-billable by insurance companies and you will be responsible for the charge.

Insurance Information

Please bring your insurance card to every appointment and inform us immediately if there are any changes to your insurance. Complete Children's Health is not provided with information about your specific policy benefits and coverage until after a claim has been filed. It is the family's responsibility to understand the benefits of their individual insurance policy. **We recommend that you review your coverage for mental health services by calling the number listed on the back of your insurance card. Benefits for mental health appointments may be covered differently than visits for other medical care. When contacting your insurance carrier, you will want to ask if the specific Psychologist your child will be seeing is in-network or out-of-network and how benefits are paid accordingly. Typical codes that we bill are 90791, 90834, 90837, 90847, 96130, 96131, 96136, 96137 and ask if there are any diagnoses excluded from your specific plan.**

As part of our agreement with insurance carriers, we are required to collect copays at the time of service. If the services will not be covered by your child's insurance plan, then you are responsible for full payment the day of the appointment. The patient's balance for appointments is expected 30 days after the date of the appointment. The patient (or the patient's parent, legal guardian, or authorized representative) retains responsibility for payment of all fees, whether or not they are covered by insurance. For more detailed information about fees and insurance, please review our Credit and Collection Policies brochure or contact our Billing Department.