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IS A PSYCHOLOGICAL EVALUATION COVERED BY HEALTH INSURANCE?

- 1) Psychological Evaluations may be billed to your Health Insurance if they meet "Medically Necessary" criteria established by your health insurance.
 - a) A Psychological Evaluation is generally considered "Medically Necessary" when the request comes from another service provider who intends to use the written report for treatment, diagnostic clarification, medication management, service planning, and eligibility determinations.
Examples of Psychological Evaluation which are **NOT** "Medically Necessary" and **NOT** covered by Insurance include:
 - i) Court Ordered Psychological Evaluations.
 - ii) Evaluations for USCIS to complete form *N-648: Medical Certification for Disability Exception*
 - iii) To apply for or appeal a Social Security Disability Determination.
 - iv) To determine the presence of a learning disability.
 - v) When the Mental Health benefits for the patient have been used for the calendar year.
- 2) Some health insurances will require Prior Authorization (PA) for a Psychological Evaluation. This means Dr. Sigler will need to schedule 2 appointments for you. The first session will be to conduct the Diagnostic Interview and the second to administer the testing.
 - a) The 2 appointments must be scheduled **at least** 12 business days apart.
 - b) After the Diagnostic Interview, Dr. Sigler will complete a form required by your health insurance called a Prior Authorization form and submit it to your insurance company for approval.
 - i) Your insurance company will respond by 1) approving all of the request, 2) some of the request, 3) none of the request.
 - ii) We will discuss options if the approval is for anything less than all of the request.
- 3) My billing agency, ***JB BILLING SERVICES, LLC***, will conduct a benefit check with the insurance company.
 - a) JB Billing will gather information regarding your coverage for the services, any co-pays, deductible, co-insurance, or other costs assigned to you by the Insurance carrier.
 - b) The results of the benefits check JB Billing conducts Dr. Sigler will include in the paper copy of the New Patient Welcome letter Dr. Sigler sent to the home address on file.

HOW LONG IS A PSYCHOLOGICAL EVALUATION?

Dr. Sigler conduct Psychological Evaluations in one appointment which is scheduled for **4 hours**. The time includes the interview and testing. The actual time could be less and occasionally more.

If I have comprehensive records at least one week prior to the appointment the actual appointment time can be significantly shorter. Dr. Sigler reviews records I have at least one week in advance prior to the Psychological Evaluation. Dr. Sigler will not re-interview people about things I can gather from records such as developmental history, educational history, medical history, mental health history.

DO I NEED TO PROVIDE DR. SIGLER WITH ANYTHING BEFORE THE APPOINTMENT?

Dr. Sigler requires past records before the appointment. Dr. Sigler can provide you with a blank Release of Protected Health Information form. *IMPORTANT*, you will need to mail/fax the releases to the various provider(s) and/or clinic and/or schools. I read the records before the appointment. I do not re-interview individuals about historical information if it is provided in the documents I receive in advance. This can significantly shorten the amount of time we spend being interviewed.

WHAT PRECAUTIONS ARE BEING FOLLOWED RELATED TO COVID-19?

I am following the current COVID-19 CDC Guidelines. Please familiarize yourself with current Covid-19 mitigation strategies that are being recommended at the time of the Psychological Evaluation. We are also staggering patient arrival times. We have enhanced cleaning of rooms after use of the lobby and office(s).

DOES ANYONE NEED TO ATTEND THE PSYCHOLOGICAL EVALUATION WITH THE PATIENT?

It depends on the kind of Psychological Evaluation. If the purpose of the Psychological Evaluation is to assess the person for 1) *INTELLECTUAL DISABILITY*, 2) *AUTISM SPECTRUM DISORDER*, 3) *ATTENTION-DEFICIT/HYPERACTIVITY DISORDER*, and *OTHER DISORDER OF CHILDHOOD AND DEVELOPMENT* a knowledgeable informant must attend the appointment to respond to interview questions about pre- and post- natal period, infancy, toddler, childhood, and other early life history.

The knowledgeable informant must also respond to an adaptive behavior assessment. The assessment is usually administered to the informant on computer but can be administered on paper and also in a face-to-face interview. There may be additional rating scales or assessments the informant will complete. This is often determined in the course of the diagnostic interview.

WHAT HAPPENS IN A PSYCHOLOGICAL EVALUATION?

There are 2 parts to a Psychological Evaluation: *DIAGNOSTIC INTERVIEW* and *PSYCHOLOGICAL TESTING*.

In the Diagnostic Interview Dr. Sigler will gather historical information about things like pregnancy, birth, development, school, and mental health behaviors and symptoms from his past unless I have read about this in the documents provided.

The patient will be administered an IQ test in most Psychological Evaluations. This is a test administered face-to-face, typically lasting around 1 hour. There may be other tests administered to the patient like executive functioning assessments, personality, expressive and receptive language, and others based on referral question. The testing is determined in part by the information from records and interview along with the referral questions.

HOW TO SCHEDULE AN APPOINTMENT?

To request a **PSYCHOLOGICAL EVALUATION** appointment with DR. SIGLER, you have 4 options:

1) OPTION #1

- a) The entire Intake and appointment process can be conducted electronically once I have created a Patient Portal account in my electronic health record (EHR) called TherapyNotes™ for the intended patient.
- b) To request an appointment online I will need to register the intended patient in my EHR. To get started with requesting a Psychological Evaluation please email me the following information:
 - i) The intended patient's first and last name.
 - ii) The intended patient's date of birth.
 - iii) The email address for the intended patient OR the representative acting on behalf of the patient,
 - (1) If the patient is a minor, the parent or guardian should complete paperwork and manage the Patient Portal account.
 - iv) A phone # to contact the patient or representative.
 - v) A brief description of why you are seeking a Psychological Evaluation.
- c) Once I create the PatientPortal account you will receive an **EMAIL INVITATION** from TherapyNotes™. Once you open the email and click on the link you can finish creating the account and begin completing the Intake forms.
 - i) Watch your **JUNK** folder since the EMAIL Invitation often gets diverted there.

2) OPTION #2

- a) In the FORMS AND DOCUMENTS section of the clinic's web page www.DiverseAssessments.org you will find **2 DIFFERENT** *New Patient Referral Worksheets*.
 - i) For anyone 6 to 16 years old, is NONVERBAL or minimally verbal or a non-English speaker, **OR**
 - ii) Anyone 16 years and older download, fill out, and return the form titled, "*DR. SIGLER-Psychological Evaluation New Patient Referral Worksheet*" to request a comprehensive Psychological Evaluation.
 - iii) For anyone who is seeking a Psychological Evaluation to determine if they are eligible for the *Medical Certification for Disability Exceptions (USCIS form N-648)* download, fill out, and return the form titled, "*DR. SIGLER-WAIVER-New Patient Referral Worksheet*."

3) OPTION #3

- a) Send me an email at todd@DiverseAssessments.org.
 - i) In the email, briefly describe the type of assessment you are looking for and I will reply with the appropriate New Patient Referral Worksheet for you to fill out and return to me.
 - ii) I will also send you a Microsoft survey link to the correct Intake form.
 - (1) This method allows you to walk through the Intake question on screen. Once you have responded to all questions you hit the **Submit** button. All the Intake information will be transmitted to me immediately and securely.
- b) I will send you both options. You can chose based on your preference whether to fill out the form I send or respond via the Microsoft survey link. You only need to complete one of them.

4) OPTION #4

- a) You can call/text me at 612-688-1909.
 - i) Initially you will likely get my voicemail. Please leave some good times to reach you over the next few days. I will try to call you back during one of the times frames you leave.
 - (1) I will likely call or text you back with the time I will schedule to call you back so you can be prepared and plan the necessary time.
 - ii) The Intake phone call is typically 20-30 minutes.
 - iii) I will gather all the Intake information during the phone call so please have contact information for providers and referring agent, Insurance information including name, ID#

and Group # (when applicable). If there is more than one insurance have this information too.

Once we have agreed on an appointment date, Dr. Sigler will email and mail you the NEW PATIENT WELCOME letter. This letter contains all the important information for you to be prepared for the appointment. The letter includes information like Date, Time, my address & contact information, What I need before, What to bring, What to expect, Cost, What happens after the appointment.

WHAT ABOUT SECURITY AND PRIVACY WHEN COMMUNICATING VIA ELECTRONIC MEANS?

When I send an email that contains “*protected health information*” I will send it using an encryption service called **Proofpoint**. The Sender is Diverse Assessments & Treatment, LLC. The first time you will need to create an account to access the encrypted email. This service meets HIPAA requirements *for the protection of your electronic health data*.

A New Patient Welcome letter will be emailed & mailed to you once we have agreed upon a date. I *may or may not* send this to you encrypted. I will send you a “heads-up” email if I do send If you create an account on the TherapyNotes Patient Portal (discussed next), I will share documents there too.

IS THERE A WEB PAGE OR PATIENT PORTAL?

Yes. There is a webpage to learn more about the clinical which is called Diverse Assessments & Treatment, LLC. The webpage address is: <https://diverseassessments.org/>

My electronic health record (EHR) is called TherapyNotes™. TherapyNotes™ allows patients create an account on the Patient Portal. PatientPortal allows us to share documents securely, it allows you to sign documents on screen without having to print, sign, and scan. New features and capabilities are being added regularly.

The Patient Portal will also be how you would access Telehealth services. Psychological Evaluations **CANNOT** be conducted via telehealth. However, the Feedback session you are invited to schedule after you receive the written report from me can be conducted via telehealth. You would log-in to the Patient Portal to access your session if it was scheduled as a Telehealth session.

WHAT IF I REQUIRE A LANGUAGE INTERPRETER TO SCHEDULE THE APPOINTMENT?

If you require a language interpreter to schedule the Psychological Evaluation please send an email or leave a voicemail with *your name, patient's name*, and which *language* the interpreter should speak. Dr. Sigler will call you back with an over-the-phone interpreter to answer your questions and schedule an appointment.

WHAT IF I REQUIRE A LANGUAGE INTERPRETER FOR THE PSYCHOLOGICAL EVALUATION?

If you require a language interpreter for the Psychological Evaluation Dr. Sigler will request an interpreter from a local agency. The interpreter is certified and practices under an Ethical Code which respects patients' privacy.

Your insurance company will be billed for the cost of the interpreter if the Psychological Evaluation meets Medical Necessity criteria. Dr. Sigler will ask you whether you have a preference for a female or male interpreter.